

# **TeamWorks**

# **Travel and Expense**

**Powered By Concur Technologies**

**TTE System:**  
**Back Office Expense**  
**Processor Handbook**



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## Document History

Date	Notes/Comments/Changes
5/14/12	SAO/TTE Training issued document
11/06/13	SAO/TTE Training updated document for branding changes. No system changes affecting SAO users through 9/20/13 vendor milestones.

## Section 1: Permissions

You may or may not have the correct permissions to use this tool. You may have limited permissions, for example, you can affect only certain groups and/or use only certain options (*view* but not *create* or *edit*).

If you need to use this tool and do not have the proper permissions, contact your local TTE Travel & Expense Administrator.

## Section 2: Overview

Back Office Processor enables any employee assigned the role of Expense Processor to process expense reports that are pending manager approval, or that have been approved by a manager, but have not yet been reimbursed.

The tool also allows for reports to be viewed, receipts to be marked as received, and historical expense reports to be searched and reviewed.

## Expense Processor Roles

Assignment of any of this role will allow an employee to access the Expense Processor tool:

- **Expense Processor:** This role grants access to functionality required for viewing and updating reports within Expense Processor. This role cannot delete expense reports. The Expense Processor role can be restricted in User Permissions by selecting one of the following options:
  - ◆ Display all reports excluding returned reports
  - ◆ Display all reports including returned reports

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**NOTE:** The term *Back Office* is used throughout this guide to represent the role defined above.

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## Processing a Report

The following are the general steps required to process an expense report:

0. Find an expense report and view its entries.
1. Verify that expense receipts have been received (where receipts are required) at the expense report and/or line item expense entry levels.
2. Mark the receipts as received (if required).
3. Approve the expense report for payment, return for correction or forward to an additional approver.

Approval Status*	Description
Accounting Review	States that the report is under review and allows minimal edits to occur within an expense report or entry
Approved	States that the expense report has been approved
Sent Back to Employee	States that the expense report has been sent back to the submitter for modifications

\* There is no limit to the number of approval statuses that can be created for an expense report. The names of the approval statuses may differ depending on your configuration.

## Understanding Exceptions

Exceptions are messages that appear at the report, entry, or itemization level to indicate to the employee, approver, and/or accounting personnel that a rule has been violated.

### Terminology

- **Exception Code:** A unique one to eight alphanumeric character code that is assigned to every exception. This code is determined by the client's internal coding system.
- **Exception Level:** A number assigned to each exception that determines the severity of a rule. It is the responsibility of a company to determine the various levels. A setting can be set in Workflows that prevents an employee from submitting an expense report that contains an exception of a certain level.

### Types of Exceptions

Exceptions are displayed on expense reports using a red, yellow, or blue icon.

- **Red:** Indicates an error that must be resolved before the expense report can be submitted. The employee may be unable to submit an expense report until the issue is resolved.
- **Yellow:** Indicates a warning or an informational message. The employee can submit expense reports.
- **Blue:** Indicates that the Expense Processor has cleared the exception (either red or yellow).

The Back Office Processor can view all exceptions, including the code and level number in the exception message. This information is hidden from the employee and the approver. For example:

- The exception message for the processor reads: **Code:** EXCEED, **Level:** 3, Report total exceeds \$5000
- Whereas the employee and the approver see only: Report total exceeds \$500

## Section 3: Back Office Processor Procedures

The **Back Office Processor** page allows the processor to:

- Search for reports using search fields
- View the report totals, itemizations, workflow, audit trail, receipt images, , and trip itineraries
- View and modify allocations
- Update approval statuses
- Scan and upload receipt images to reports
- Add report-level comments to single or multiple reports
- Use multiple view options to improve efficiency

### Managing the Back Office Processor View

Processors can change several aspects of the **Process Reports** and **Expense Report** pages, in addition to setting their default view.

► **To access the Process Reports page:**

On the menu, select **Expense > Process Reports**. The **Process Reports** page appears.

The screenshot displays the Concur system interface for the 'Process Reports' page. At the top, there is a navigation bar with tabs for 'My Concur', 'Travel', 'Expense', 'Central Reconciliation', 'Invoice', 'Administration', and 'Profile'. Below this, a sub-navigation bar includes 'View Reports', 'New Expense Report', 'View Receipt Store', 'Process Reports' (which is highlighted), and 'Expense Classic'. The main content area is titled 'Search Results' and shows a search for 'Group: Global'. There are buttons for 'Delete Report', 'Mark Receipt Status', 'Clear Exceptions', and 'Change Approval Status'. Below the search bar, there are filters for 'Run Query', 'Group', 'List Settings', 'Create/Manage Queries', and 'Preferences'. The search criteria section shows 'Find every report where' with dropdowns for 'Report Name' and 'Begins With', followed by an 'AND' operator and a 'Go' button. The search results table is empty, with a message 'No Expense Reports Found'. The table headers include 'Report Name', 'Submit Date', 'Employee Name', 'Approval Status', 'Report Total', 'Receipt Status', 'Cash Advance Return Received', and 'Payment Status'. At the bottom, there is a pagination bar showing 'Page 1 of 1' and a 'Send to Excel' button.

## Setting the Process Reports Page as the Home Page

The processor can set the **Process Reports** page to be the first page he/she sees after logging in to Expense.

### ▶ To set the Process Reports Page as the home page:

1. On the menu, select **Profile > System Settings**.
4. In the **Home Page** list, select **Expense Processor**.

The screenshot shows the Concur Profile page for Terry Brown. The 'System Settings' tab is active. In the 'Other Preferences' section, the 'Home Page' dropdown menu is open, showing a list of options: 'Travel Center', 'My Concur', 'Expense Processor', 'Company Reports', and 'Invoice Center'. 'Expense Processor' is highlighted. The 'Rows per page' dropdown is also visible, showing '25'.

5. Click **Save**.

## Setting the Process Reports Page Preferences

The processor can set the **Process Reports** page behavior.

### ▶ To set the page behavior:

1. On the **Process Reports** page, select **Preferences**.

The screenshot shows the 'Process Reports Preferences' dialog box. It contains the following settings:
 

- Default Query: None Selected
- Rows in list: 25
- Time Zone: (GMT -05:00) Eastern Time (US & Canada)
- ☐ Open next report in list after workflow change
- ☐ Automatically show receipts when report is opened

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6. In the **Default Query** field, select the query to run when the **Process Reports** page is first opened. If no specific query is regularly used, this can be set to *None* or to the general query for *Report Ready For Processing*.
7. In the **Rows in List** field, select the number of rows to display on the page. Multiple pages will be displayed if more reports are found; this sets the number of reports displayed on each page of the list.
8. In the **Time Zone** list, select the time zone within which the search criteria should focus, for example, a search should return reports falling within the PST time zone, or "(GMT -5:00) Eastern Time (US & Canada)".
9. Select or clear the **Open next report in list after workflow change** check box, as desired. If this box is not selected, the display will return to the report list.
10. Select or clear the **Automatically show receipts when report is opened** check box, as desired. If this box is not selected, the receipts can be opened from the menu as needed.
11. Click **Preferences** or any other area of the screen to close **Preferences**.

### Managing the Process Reports Columns

Report columns may be added, removed, or rearranged for viewing on the **Process Reports** page, as necessary.

► **To add or remove the report columns:**

1. Click **List Settings** on the **Process Reports** page. The **List Settings** window appears.
2. Select the check boxes for the columns to add to the **Process Reports** page.
3. Clear the check boxes for the columns to remove from the **Process Reports** page.
4. Click **OK**.

<input type="checkbox"/>	Columns
<input checked="" type="checkbox"/>	Report Name
<input checked="" type="checkbox"/>	Submit Date
<input checked="" type="checkbox"/>	Employee Name
<input checked="" type="checkbox"/>	Approval Status
<input checked="" type="checkbox"/>	Report Total
<input checked="" type="checkbox"/>	Receipt Status
<input checked="" type="checkbox"/>	Cash Advance Return Received
<input checked="" type="checkbox"/>	Payment Status
<input type="checkbox"/>	*KSU Custom 08 - Budget Year
<input type="checkbox"/>	*SOG Custom 01 - BU (for Fund Source)
<input type="checkbox"/>	*SOG Custom 02 - Fund
<input type="checkbox"/>	*SOG Custom 03 - Special Activity
<input type="checkbox"/>	*SOG Custom 04 - Program
<input type="checkbox"/>	*SOG Custom 05 - BU (for Fund)

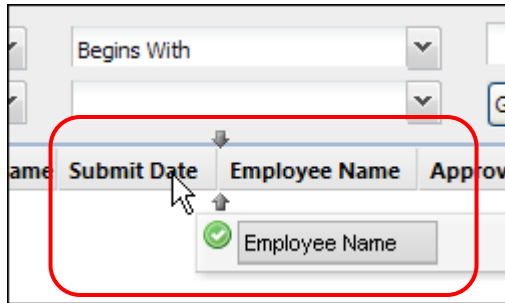
OK Cancel



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### ► To rearrange the columns on the Process Reports page:

1. On the **Process Reports** page, click and hold on the name of the desired column.
2. Drag and drop the column in the new location. Arrows will appear to indicate where the column will be moved.



The page displays the new column order.

### Managing the Expense List Columns

Expense columns may be added, removed, or rearranged for viewing in the **Expense List** section of the **Expense Report** page. Note that the system will use up to 75% of the display area for the expense list, reserving the remaining 25% for the expense entry pane.

### ► To add or remove the expense list columns:

1. Select **View > Custom** (under **Expenses As**) on the **Expense Report** page.

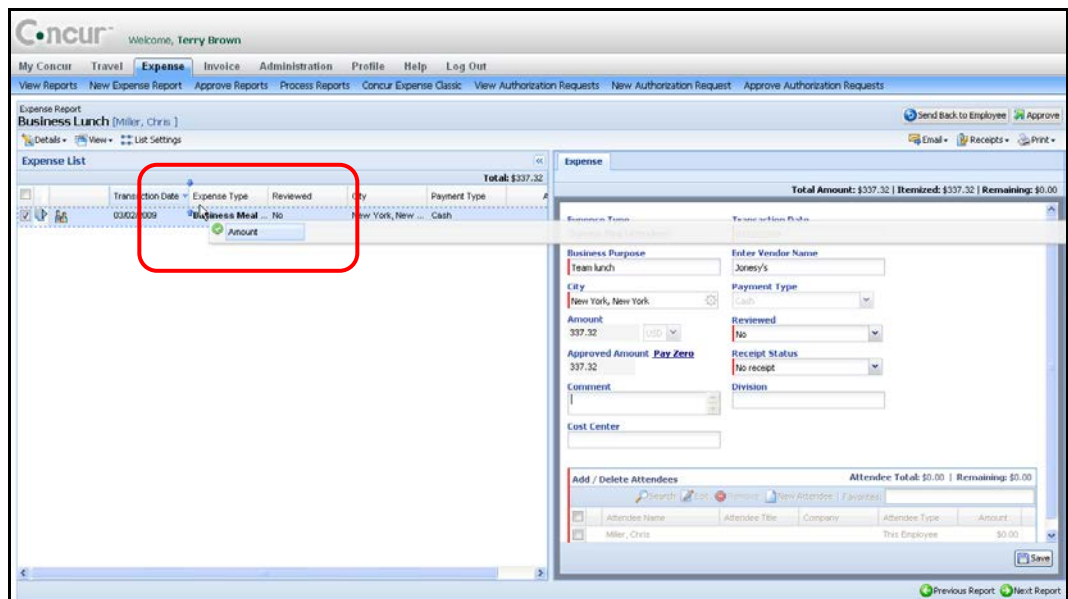
A screenshot of the 'Expense Report' page in the TTE system. The page shows a list of expenses for 'Aug 11-20 Normal Travel'. A red arrow points to the 'Expenses As' menu, which is open. The menu options are: Custom, List, Detail, Group By, Date, Expense, No Grouping, Calendar, One week, Two weeks, and Month. The 'Custom' option is highlighted. The page also shows a 'Report Summary' section with 'Amount Due Company' and 'Amount Due Employee' fields. The 'Expenses' table has columns for Transaction Date, Expense Type, Vendor Name, Business Purpose, and City. The 'Report Summary' section shows a total amount of \$650.00 and a remaining balance of \$575.75. The 'Requests (1)' section shows a request for 'ABC CONF 8/13 to 1...' with an amount of \$879.00 and a remaining balance of \$398.00. The 'Cash Advances (1)' section shows a cash advance for 'DC Trip 8/15 to 18' with an amount of \$650.00 and an available balance of \$0.00.

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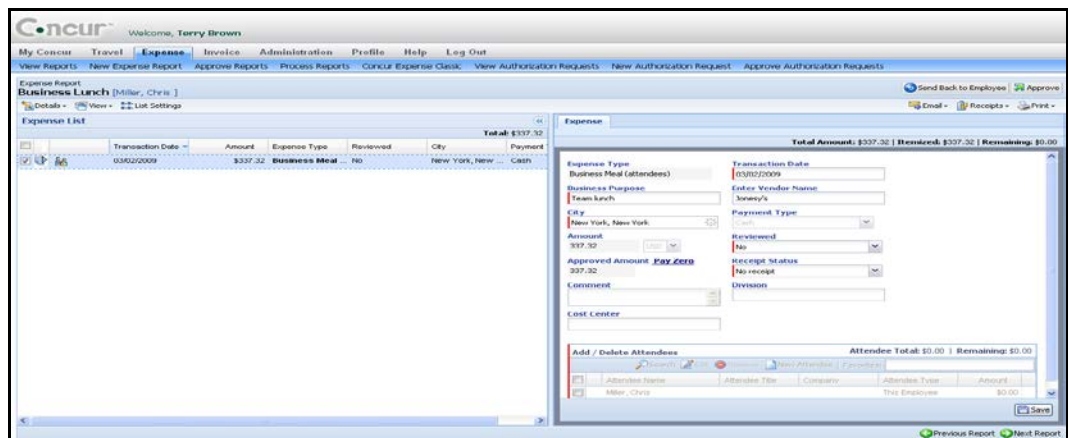
2. Click **List Settings**. The **List Settings** window appears.
3. Select the check boxes for the columns to add to the **Expense List** section.
4. Clear the check boxes for the columns to remove from the **Expense List** section.
5. Click **OK**.

► **To rearrange the Expense List columns:**

1. In the **Expense List** section of the expense report, click and hold on the name of the desired column.
2. Drag and drop the column in the new location. Arrows will appear to indicate where the column will be moved.



3. The section displays the new column order.



## View Options

The Options processor can choose from several view options when viewing the expense report data.

### ► To access the view options:

1. On the **Process Reports** page, open the desired report. The expense report appears.
2. Select **View**.

The screenshot shows the Concur Expense report interface. At the top, there's a navigation bar with tabs: My Concur, Request, Expense, Reporting, Administration, and Profile. Below this, there's a sub-navigation bar with links: View Reports, New Expense Report, View Receipt Store, Process Reports, and Process Receipts. The main content area displays an expense report for 'Aug 11-20 Normal Travel' by William Abercrombie. A red arrow points to the 'View' dropdown menu, which is open, showing options: Custom, List, Detail, Group By, Date, Expense, No Grouping, Calendar, One week, Two weeks, and Month. The 'Detail' option is selected. The report shows a table of expenses with columns: Transaction Date, Expense Type, Vendor Name, Business Purpose, City, and Payment Method. The total amount is \$650.00, and the remaining amount is \$575.75. On the right, there's a 'Report Summary' section showing 'Amount Due Company' as \$74.25 and 'Amount Due Employee' as \$0.00. Below that, there's a 'Requests (1)' section showing a request for 'ABC CONF 8/13 t...' with a total amount of \$390.00.

3. Select the desired view option. The page will refresh, displaying the data in the new format.

## Searching for Reports

### Searching for an Expense Report

The processor can search for an expense report within the **Process Reports** page using the **Starting Group** list and **Find** area, and can run the default query *Reports Ready for Processing* or any other saved query.

## SEARCHING FOR AN EXPENSE REPORT BASED ON ENTERED CRITERIA

When searching for expense reports, use these two filters in conjunction with one another:

- Starting Group

### AND

- Specific employee information, such as employee name

The first time you use the Back Office Processor, the **Process Reports** page will appear blank. You can set a query to run when you open the page if you always work with the same query. If you work with many different queries, it is best to select the query after opening the **Process Reports** page.



Refer to the [Setting the Process Reports Page Preferences](#) section of this guide for additional information.

## Starting Group List and Find Area

The two search options, **Starting Group** and **Find every report where**, are dependent on each other. For example, you can first select the Group for which your search criteria is to be performed against (Global Group-United States), and then you can search for specific expense report information (Employee Last Name = Brown). In this search situation, only the expense reports that were created by employees in the Global Group-United States group and have the last name of Brown will appear as your search results.

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**NOTE:** You can select the **All Groups I Can Access** option in the **Starting Group** list to see reports for all groups you can access.

---

### ► *To search for expense reports using Group and Find fields:*

1. On the **Process Reports** page, click **Starting Group**.
2. Navigate to the desired group.
3. Click **OK**.
4. Use the **Find** area to narrow your search. In the **Find every report where** area:
  - ♦ Select an option from the list, such as **Employee Last Name**.

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**NOTE:** For the date sensitive criteria, use the date format mm/dd/yyyy.

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- ♦ Select an operator, such as **Begins with**.
- ♦ Type a text value, such as **B**.

---

**NOTE:** Be aware that entering the wildcard (\*) symbol into the search criteria text field will result in a delay as the system works to return all expense reports, without narrowing the results.

---

5. Click **Go**. Only the expense reports that match both the **Starting Group** criteria and the **Find** criteria will appear in the search results.

### SEARCHING FOR AN EXPENSE REPORT USING A QUERY

You can also search for existing expense reports using a default query, **Reports Ready for Processing** or your existing saved queries. When **Reports Ready for Processing** is run, all expense reports that are pending authorization will appear within the **Process Reports** page. The query can be selected from the **Run Query** list.

► **To search for expense reports using an existing query:**

1. In the **Run Query** list, select the name of the desired query.
2. Click **Go**. The **Process Reports** page alters to reflect the search results.

### Search Queries

The processor can use the **Create/Manage Queries** list on the **Process Reports** page to create new search queries and manage existing queries. The queries are if/then conditional statements. If the defined conditions are met, then the expense report is displayed to the processor.

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**NOTE:** The queries created within this area are specific to each administrator; they are not global. Each Back Office Processor creates and manages their own queries.

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### UNDERSTANDING CONDITIONAL EXPRESSIONS

When creating or editing conditional expressions, the administrator should consider the following.

- An expression can include an unlimited number of conditions. The conditional expression for "2004's expense reports " is:

The screenshot shows a web-based interface for building conditional expressions. It features a table with columns for 'Data Object', 'Field/Value', and 'Operator'. The first condition is 'Report' (Data Object), 'Submit Date' (Field/Value), and 'Is After' (Operator), with a value of '12/31/2003'. The second condition is 'Report' (Data Object), 'Submit Date' (Field/Value), and 'Is Before' (Operator), with a value of '01/01/2005'. The conditions are joined by a Boolean separator of 'And'.

	Data Object	Field/Value	Operator
<input type="checkbox"/>	Report	Submit Date	Is After
	Value	12/31/2003	
And Or			
<input type="checkbox"/>	Report	Submit Date	Is Before
	Value	01/01/2005	

It is composed of two conditions, separated by the Boolean separator of And.

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- Most conditions are composed of a **Field** followed by an **Operator** and a **Value**. For example:

<u>(Submit Date</u>	<u>Is After</u>	<u>12/31/03</u>	<u>AND</u>	<u>Submit Date</u>	<u>Is Before</u>	<u>01/01/05)</u>
Field	Operator	Value		Field	Operator	Value

- ♦ A **Field** consists of a data object (a database table) and a field (a database column), located within the data object. The field that is selected defines the data type of the condition (number, text, date, and so forth).

---

**NOTE:** If a second condition is created, the field's data type must match that of the first field.

---

- ♦ An **Operator** is one of several pre-defined comparison operators (equals, not equals, is greater than, and so forth). The list of operators changes depending on the type of data being compared.
- ♦ A **Value** is a constant, and like the field, can be of any data type; however, the data type of the value must match the data type of the field.
- When a conditional expression is composed of multiple conditions, each condition is separated by either And or Or.
- Conditions can be added to the end of the conditional expression or inserted in the middle.
- Parentheses are optional and are used to define order of operation for the And/Or operators. If the parentheses are omitted, And/Or operations are carried out left to right. There is no precedence of And over Or; the evaluation of the expression is simply left to right.
- If a conditional expression contains parentheses, the count of left parentheses must match the count of right parentheses. There can be up to three parentheses for both left and right sides.

### **Example of correct placement of parentheses and total left/right count:**

(Condition 1) and (Condition 2)

### **Examples of incorrect parentheses even though the total left/right count matches:**

Condition1) And (Condition2  
Condition1) And (Condition2) Or (Condition3  
(Condition1)) And (Condition2

### **Simple Condition Example:**

A condition is a simple Boolean comparison, like:

Cash Advance Balance Is Greater Than 1000

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The condition looks at the report total and sees if it is greater than 1000. If True, or yes, then the report is located and displayed to the Processor. If False, or no, the report is not displayed.

### Complex Condition Example:

The conditional expression can be a single condition as in the above example, or it can be a complex expression involving multiple conditions connected by And / Or operators and parentheses, such as the following example that contains four conditions:

Report Date Is Greater Than 9/30/02 and (Employee Group Equals GermanGroup or Employee Group Equals FrenchGroup) and Report Total Is Greater Than the Amount Remaining for EuropeBudget.

## REIMBURSEMENT CURRENCIES AND THE EXCHANGE RATES FEATURE

Processor queries **do not** use the Exchange Rates feature to convert reimbursement currencies to the currency in the query.

## ADD A QUERY PAGE AND THE CONDITION EDITOR

The **Add a Query** page in Processor is similar to the **Condition** page within the Audit Rules, Authorization Request Administrator, and Workflow tools. The following is a sample of the **Add a Query** page, including the Condition Editor.

The screenshot shows the 'Add a Query' page in the Concur system. The page has a header with the Concur logo and a welcome message 'Welcome, Terry Brown'. Below the header is a navigation bar with tabs: My Concur, Travel, Expense, Invoice, Administration, Profile, Help, and Log Out. The 'Expense' tab is selected. Below the navigation bar is a sub-navigation bar with links: View Reports, New Expense Report, Approve Reports, Process Reports, Concur Expense Classic, View Authorization Requests, New Authorization Request, and Approve Reports. The main content area is titled 'Add a Query'. It has a 'Query Name' field with the value '2004 Reports' and 'Save' and 'Cancel' buttons. Below the query name is an 'Insert' button and a 'Remove' button. The main part of the page is a table for adding conditions. The table has three columns: 'Data Object', 'Field/Value', and 'Operator'. The first condition is 'Report' (A) 'Is After' (D) '12/31/2003' (F). The second condition is 'Report' (A) 'Is Before' (D) '01/01/2005' (F). The table also includes 'Insert' and 'Remove' buttons. The table is currently empty, showing only the headers and the first two conditions.

Data Object	Field/Value	Operator
<input type="checkbox"/> A Report	B Submit Date	C Is After D
<input type="checkbox"/> Value E	F 12/31/2003	G
H And Or		
<input type="checkbox"/> Report	Submit Date	Is Before
<input type="checkbox"/> Value	01/01/2005	

Each condition appears on two lines within the **Add a Query** page. The following table provides a description of the fields referenced on the **Add a Query** page.

Field	Description
A: Left Parenthesis	Select zero to three parentheses, depending on the complexity of the condition.

Field	Description
<b>B:</b> Data Object	Select one of the following: <ul style="list-style-type: none"> <li>• <b>Company Card:</b> Used to create rules based on company card data.</li> <li>• <b>Employee:</b> Used to create an employee-based condition.</li> <li>• <b>Entry:</b> Used to create an expense entry based condition.</li> <li>• <b>Entry Allocation:</b> Used to create an expense entry allocation based condition.</li> <li>• <b>Entry Attendee:</b> Used to create an attendee-based condition.</li> <li>• <b>Report:</b> Used to create an expense report based condition.</li> </ul>
<b>C:</b> Field / Value	Select an item from the helper pane that appears. The information that appears within this pane is based upon the selection within the Data Object list.
<b>D:</b> Operator	Select an item from the helper pane that appears. The information that appears within this pane is based upon previous choices.
<b>E:</b> Data Object	This field will always display as <b>Value</b> and cannot be changed.
<b>F:</b> Field / Value	Select an item from the helper pane that appears. The information that appears within this pane is based upon the selection within the Data Object list.
<b>G:</b> Right Parenthesis	Select zero to three parentheses, depending on the complexity of the condition.
<b>H:</b> And / Or	Select either option to join the current condition to the next condition.

## DETERMINING HOW TO CREATE A QUERY

When creating or editing a query, the Back Office Processor defines the conditional expression(s) – the *if* portion of the query. The expression can contain one or more conditions separated by And or Or. For example:

- Assume the administrator wants to locate all expense reports totaling 500.00 USD or greater:  
(Report Total Greater Than or Equal 500.00 USD)

The **Add a Query** page displays as:





For more information about conditional expressions and the tool used for creating and editing conditional expressions, refer to the *Understanding Conditional Expressions* section in this guide.

## CREATING A NEW QUERY

A new query can be created for use on the **Process Reports** page. Queries can be run against the group or groups of employees for whom you have administrative rights.

**NOTE:** Queries are individually created; therefore, you can only create queries for your own use. Global queries to be used by all Back Office Processors cannot be created.

### ► To create a new query:

1. Select **Create/Manage Queries > Create New Query**. The **Add A Query** page appears.

This page includes the following:

Field	Description
Query Name	Enter a name for the query. The name you provide will appear in the <b>Run Query</b> list on the <b>Process Reports</b> page.
Condition	Select the appropriate information from within the Condition Editor.
Insert	Click to add additional conditions to the Condition Editor. Additional rows can be added at the bottom of the current rows or inserted into the middle by selecting the row to insert in front of. There is no limit to the number of rows that can be added.
Remove	Select the check box next to the condition to be deleted, and then click <b>Remove</b> . The condition is deleted. This action is permanent. If you delete a condition in error, you will have to recreate it in its entirety.

2. Add conditional rows as required.

**NOTE:** To insert a new condition in the middle of a conditional expression, select the condition you would like the new condition to go in front of, then click **Insert**.

3. Click **Save**. The **Process Reports** page appears, with the query available in the **Run Query** list.

### EDITING EXISTING QUERIES

Queries can be edited from the **Create/Manage Queries** menu.

---

**NOTE:** Queries are individually created; therefore, you will only be able to edit the queries that you created.

---

#### ► *To edit existing queries:*

1. Select **Create/Manage Queries**.
2. Select the desired query. The **Edit Query** page appears.

Data Object	Field/Value	Operator
Report	Amount Due Employee	Greater Than
Value	\$500.00	

3. On the **Edit Query** page, edit the condition information, add another condition row, or delete a condition row.
4. Click **Save**. The **Process Reports** page appears.

### DELETING A QUERY

All queries can be deleted. This deletion is permanent; therefore, if a query is deleted in error, it must be recreated in its entirety.

---

**NOTE:** Queries are individually created; therefore, you will only be able to see and affect the queries that you created.

---

#### ► *To delete a query:*

1. Select **Create/Manage Queries**.
2. Select the desired query. The **Edit Query** page appears.

Data Object	Field/Value	Operator
Report	Amount Due Employee	Greater Than
Value	\$500.00	

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3. Click **Delete Query**. The query is deleted from the **Run Query** list of the **Process Reports** page.

### Exporting Query Results

Query results can be exported to an Excel formatted file from the Process Reports page.

► **To export query results:**

1. In the **Run Query** list, select the name of the desired query.
2. Click **Go**. The search results appear.
3. Click **Send to Excel**.

4. Click **Save**.
5. Select the location on your computer to save the file.
6. Click **Save**.

## Viewing and Modifying Report Information

### Opening an Expense Report

On the **Process Reports** page, select the desired expense report (click anywhere in the row – except the check box – that contains the expense report information). The report opens on the **Expense Report** page in the Summary View.

Initial view, with entry highlighted and opened for viewing, and Summary tab selected to show overall expenses relate to the report.

Date	Expense	Amount	Requested
03/07/2012	Trains	\$371.95 £87.00	\$371.95
03/07/2012	Drives	\$427.53 £109.00	\$427.53
03/07/2012	Room Rate Hilton Hotels, London, UNITED KINGDOM	\$1,667.38 £399.00	\$1,667.38
03/04/2012	Room Rate	\$470.29 £110.00	\$470.29
03/05/2012	Room Rate	\$470.29 £110.00	\$470.29
03/06/2012	Room Rate	\$470.29 £110.00	\$470.29
03/07/2012	Breakfast	\$256.52 £69.00	\$256.52
03/02/2012	Airfare British Airways	\$804.00	\$804.00
<b>TOTAL AMOUNT</b>		<b>\$3,270.86</b>	<b>\$3,270.86</b>

**Travel Requests (1)**

Name	Request ID	Amount Approved	Amount Remaining
EMEA sales trip	2249V	\$1,958.89	\$-1,488.72
Expense - Airfare		\$900.00	\$196.00
Expense - Lodging		\$93.56	\$-1,317.38
Expense - Lodging		\$83.48	\$83.48
Expense - Train		\$21.85	\$-358.98

**Cash Advances (2)**

Cash Advance Name	Request Date	Amount Reqs...	Starting Balance	Available Balance
EMEA sales trip	03/02/2012	\$500.00	\$666.30	\$0.00
EMEA sales trip	03/02/2012	\$500.00	\$796.66	\$0.00

### Viewing Report Totals

- On the expense report, select **Details** > **Totals**.

**Travel - Grange Meeting** [Brown, Terry]

Details ▾ Receipts ▾ Print / Email ▾

**Report**

- Report Header
- Totals**
- Audit Trail
- Approval Flow
- Report Payments
- Comments

**Amount** **Exception**

\$368.58 ⚠ Code: C

**se Type** **Rev**

The **Report Totals** window appears.



Expense Report	
Report Total :	\$772.44
Less Personal Amount :	\$0.00
Amount Claimed :	\$772.44
Amount Rejected :	\$0.00
Amount Approved :	\$772.44

Company Disbursements	
Amount Due Employee :	\$168.99
Amount Due Company Paid :	\$603.45
Total Paid By Company :	\$772.44

Employee Disbursements	
Amount Owed Company :	\$0.00
Total Owed By Employee :	\$0.00

2. Click **Close**.

## Viewing and Uploading Receipts

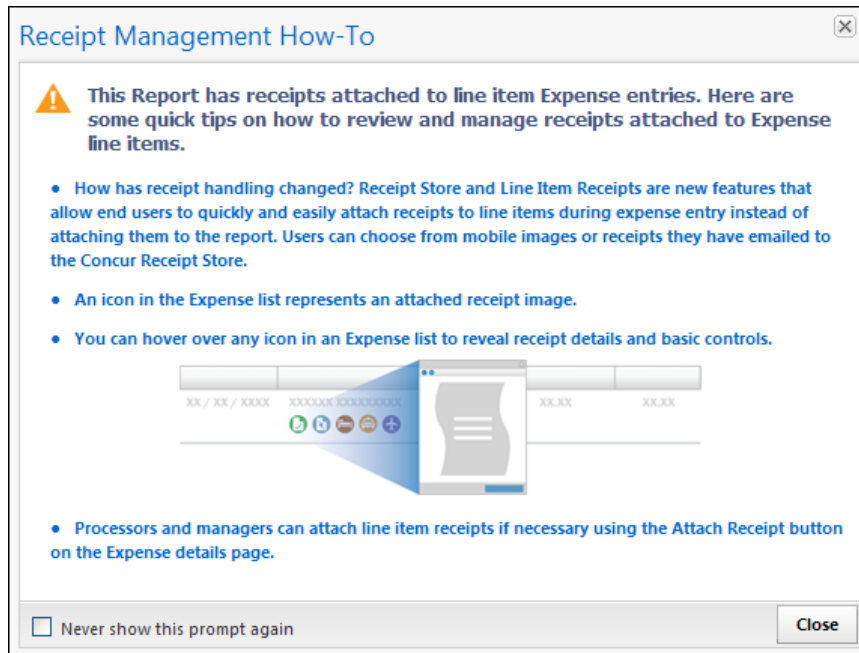
The processor uses the Preferences "show receipts" option to set whether the receipt view opens automatically when the report is opened for viewing - this is helpful for speeding the image to expense report verification. When they do this, the **Receipt Management How-To** window appears with information about how to work with receipts. The processor can then read the information, dismiss the window, and view the existing receipt images at both the expense report and line item expense entry levels. They can also upload additional images for either level from a local folder.



Refer to the *Setting the Process Reports Page Preferences* section of this guide for more information about setting auto-view for images.

## Viewing Expense Reports with Images at the Expense Entry Level

When the Processor first opens an expense report that contains line item receipts, the **Receipt Management How-To** window displays. Text within this window explains how to manage line item receipts.

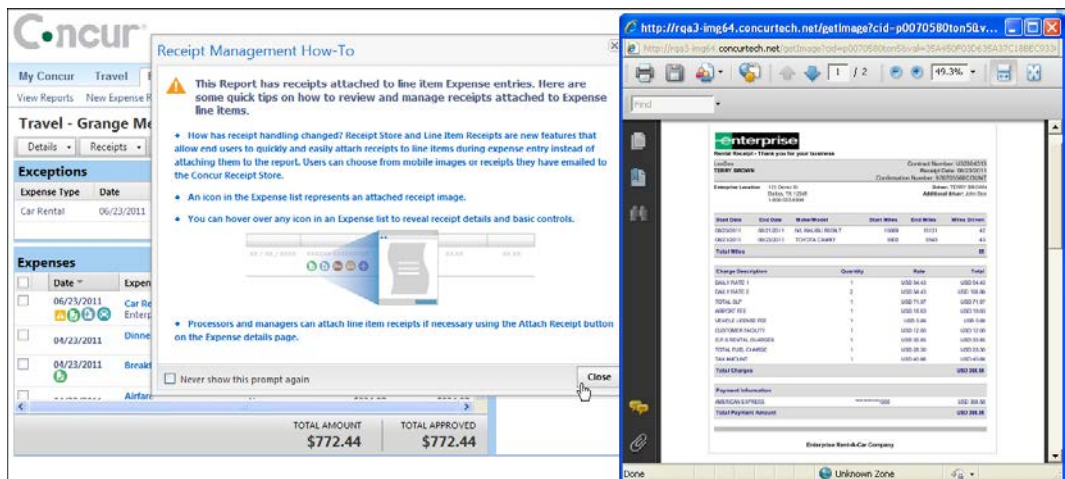


To dismiss this window, click **Close**; to prevent the display of this window, select the **Never show this prompt again** check box.

## Verifying Receipt Images for the Expense Report and Line Items

### ► To view images associated with the expense report:

1. Search for and open the expense report.
2. *Optional:* Dismiss the **Receipt Management How-To** window.
3. If the **Preferences > Automatically show receipts when the report is opened** setting is selected, the receipt loads in a third pane (note that pop-up blockers may prevent display - disable this browser option to view the image):



4. If the **Preferences > Automatically show receipts when the report is opened** setting is *not* selected, the processor chooses the receipt view behavior:

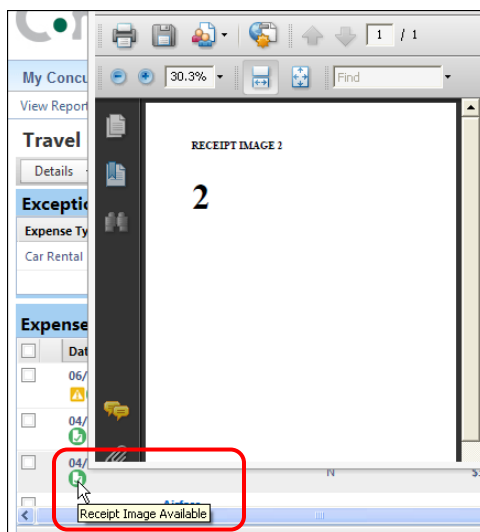
- ♦ Select **Receipts > View Receipts in new window**
- ♦ Select **Receipts > View Receipts in current window**

The processor verifies the receipt image that displays for validity and accuracy, then moves to the next image, or approves the report at this time.

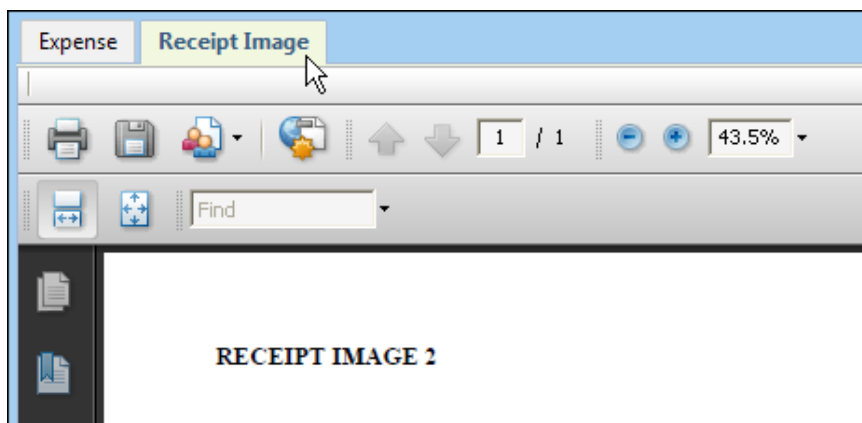
### ***Verifying Receipt Images for Line Item Expense Entries***

To verify that the correct receipts are attached at the line item level, the processor can choose from the following options:

- Hover over the Receipt Image Available icon (📄) to display the image for verification:

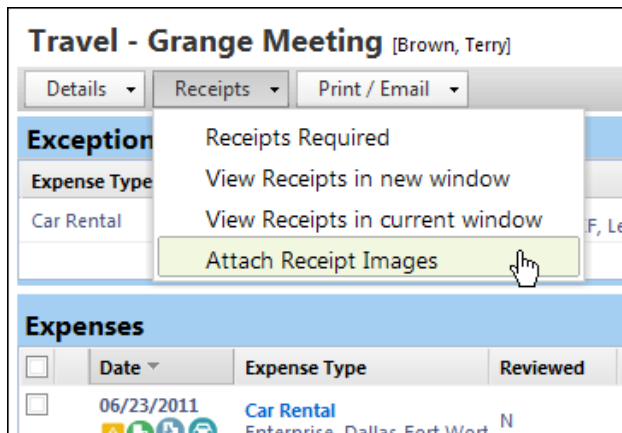


- Open the expense entry in Detail view, then click the **Receipt Image** tab to view the receipt image:

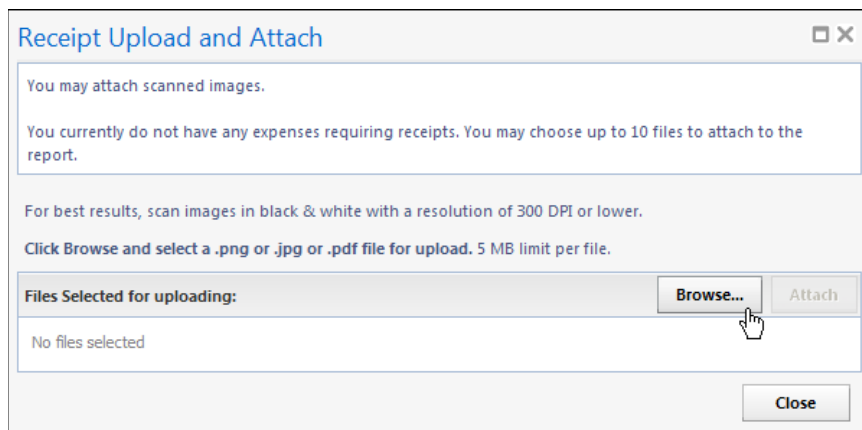


► **To attach images to a report:**

1. Select **Receipts** > **Attach Receipt Images**.



2. The **Receipt Upload and Attach** window appears.



3. Click **Browse**.
4. Navigate to the image, then click **Open**.
5. Click **Attach**.
6. *Optional:* Repeat steps 3 - 5 until all images are uploaded.
7. Click **Close** in the **Receipt Upload and Attach** window.

The processor verifies the receipt image that displays for validity and accuracy, then moves to the next image, or approves the report at this time.

**NOTE:** The processor can always attach new images to the report by printing the fax cover page and using it as a cover page for faxing paper copies of the receipts to be appended to any existing images already associated with the expense report.



## Viewing Comments on a Report

1. On the expense report, select **Details** > **Comments**.

The screenshot shows the Concur Expense Report interface. The left sidebar contains a 'Report' menu with options: Report Header, Totals, Audit Trail, Approval Flow, **Comments** (highlighted with a red box), Allocations, and Allocations. The main area displays the 'Expense Report' for 'Morale Event [Miller, Chris]'. The 'Expense' section shows details like Expense Type (Entertainment-Other), Transaction Date (03/01/2009), Business Purpose (Employee event), and Amount (\$235.34). The 'Add / Delete Attendees' section shows a table with one attendee: Miller, Chris, with an amount of \$235.34.

The **Comment History** window appears.

The screenshot shows the 'Comment History' window. It contains a table with the following data:

Date	Entered By	Comment Text
04/09/2010	Davis, Pat	LenDev and BT Engineering

Below the table, there is a text box for adding a new comment, labeled 'Comment'. At the bottom, there are 'Save' and 'Cancel' buttons.

**NOTE:** You can view and also add comments using this window.


2. Click **Close**.

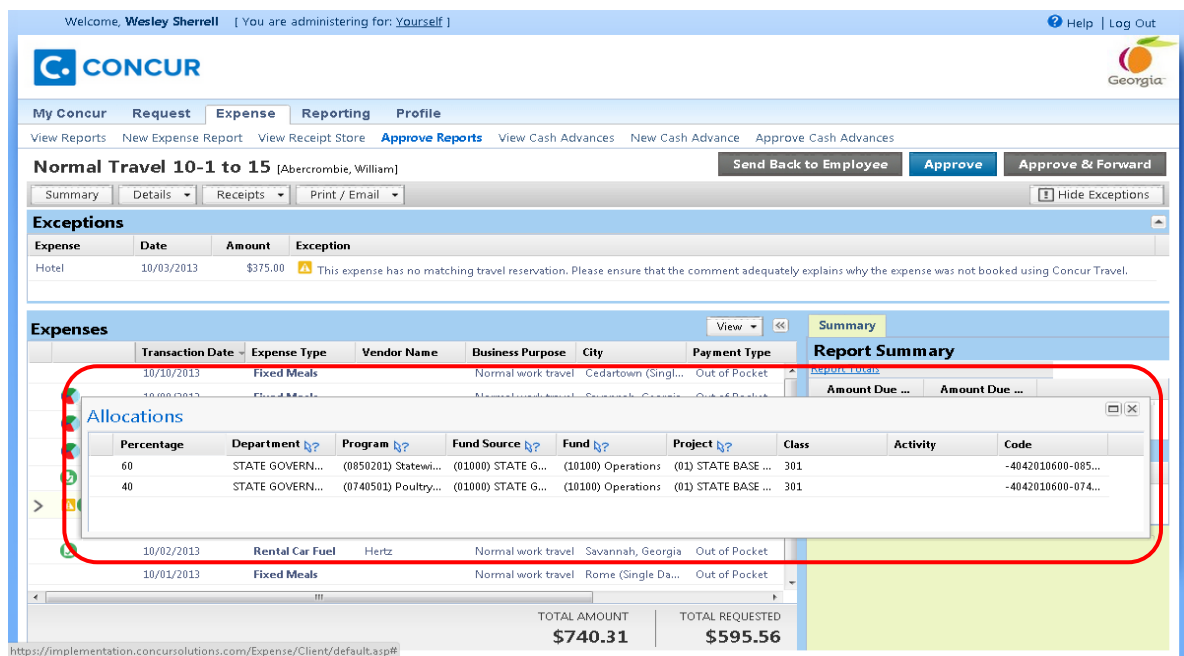
## Viewing Allocations

Processors can view and modify the expense allocation details.

**NOTE:** Depending on your agency expense configuration, you may not be able to edit the allocation fields.

### ► To view allocations:

On the expense report, mouse-over the allocation icon  to view the allocations.



Welcome, Wesley Sherrell [ You are administering for: Yourself ]

My Concur Request Expense Reporting Profile

View Reports New Expense Report View Receipt Store Approve Reports View Cash Advances New Cash Advance Approve Cash Advances

Normal Travel 10-1 to 15 [Abercrombie, William] Send Back to Employee Approve Approve & Forward

Summary Details Receipts Print / Email Hide Exceptions

**Exceptions**

Expense	Date	Amount	Exception
Hotel	10/03/2013	\$375.00	This expense has no matching travel reservation. Please ensure that the comment adequately explains why the expense was not booked using Concur Travel.

**Expenses**

Transaction Date	Expense Type	Vendor Name	Business Purpose	City	Payment Type
10/10/2013	Fixed Meals		Normal work travel	Cedartown (Singl...	Out of Pocket
10/02/2013	Rental Car Fuel	Hertz	Normal work travel	Savannah, Georgia	Out of Pocket
10/01/2013	Fixed Meals		Normal work travel	Rome (Single Da...	Out of Pocket

**Allocations**

Percentage	Department	Program	Fund Source	Fund	Project	Class	Activity	Code
60	STATE GOVERN...	(0850201) Statewi...	(01000) STATE G...	(10100) Operations	(01) STATE BASE ...	301		-4042010600-085...
40	STATE GOVERN...	(0740501) Poultry...	(01000) STATE G...	(10100) Operations	(01) STATE BASE ...	301		-4042010600-074...

**Report Summary**

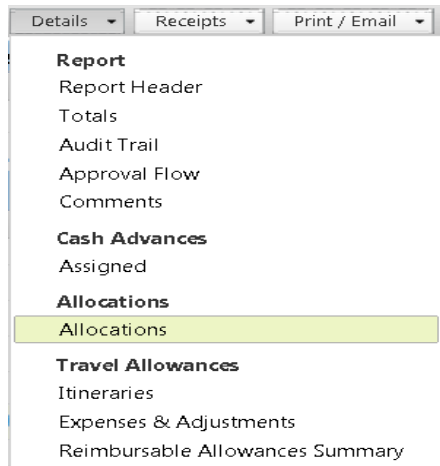
Amount Due ...	Amount Due ...
TOTAL AMOUNT	TOTAL REQUESTED
\$740.31	\$595.56

https://implementation.concursolutions.com/Expense/Client/default.aspx#

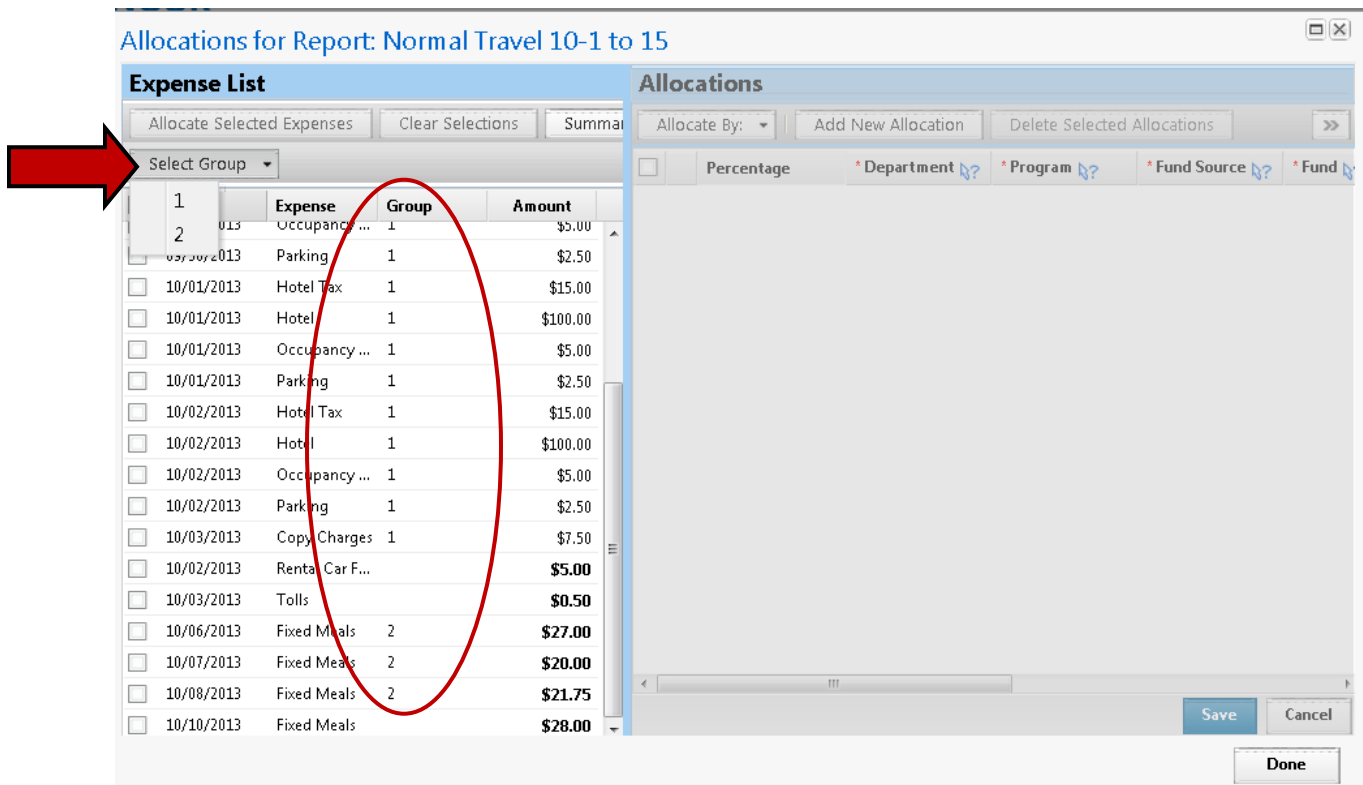
## TTE Travel & Expense System: Back Office Processor Handbook

### ► To modify allocations:

1. On the expense report, select **Details > Allocations**. The **Allocations for Report** window appears.



2. Select the check box next to the desired expense or expenses. More than one expense can be selected. If there are groups of Expenses and all the items in the group need to be adjusted, click on **Select Group** and choose the Group to make the correction to.



3. Click the **Allocate Selected Expenses** button. The allocation details appear in the right pane.

# TTE Travel & Expense System: Back Office Processor Handbook

Allocations for Report: Normal Travel 10-1 to 15

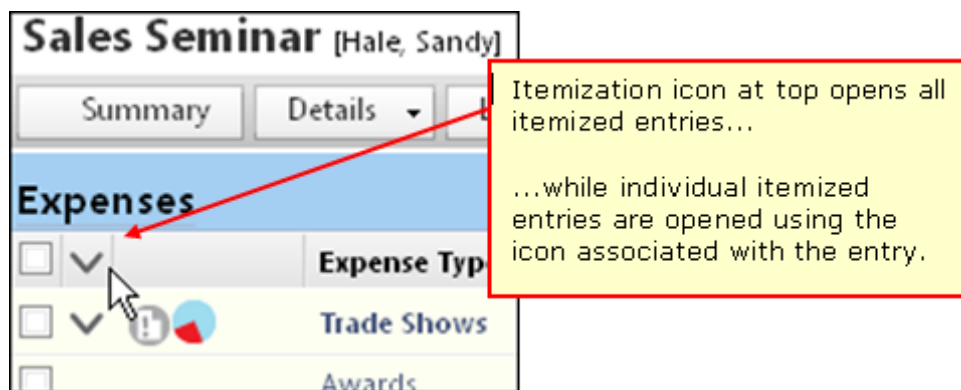
Expense List				Allocations									
Allocate Selected Expenses				Total:\$375.00 Allocated:\$375.00 (100%) Remaining:\$0.00 (0%)									
Select Group				Allocate By: Add New Allocation Delete Selected Allocations Favorites Add to Favorites									
Date	Expense	Group	Amount	Percentage	Department	Program	Fund Source	Fund	Project	Class	Activity	Code	
09/30/2013	Occupancy ...	1	\$5.00	40	STATE GOVERN...	(0850201) Statew...	(01000) STATE G...	(10100) Operations	(01) STATE BASE...	301		-4042010600-C	
09/30/2013	Parking	1	\$2.50	60	STATE GOVERN...	(0850201) Statew...	(01000) STATE G...	(10100) Operations	(CNV) Conversio...	301		-4042010600-C	
10/01/2013	Hotel Tax	1	\$15.00										
10/01/2013	Hotel	1	\$100.00										
10/01/2013	Occupancy ...	1	\$5.00										
10/01/2013	Parking	1	\$2.50										
10/02/2013	Hotel Tax	1	\$15.00										
10/02/2013	Hotel	1	\$100.00										
10/02/2013	Occupancy ...	1	\$5.00										
10/02/2013	Parking	1	\$2.50										
10/03/2013	Copy Charges	1	\$7.50										
10/02/2013	Rental Car F...		\$5.00										
10/03/2013	Tolls		\$0.50										
10/06/2013	Fixed Meals	2	\$27.00										
10/07/2013	Fixed Meals	2	\$20.00										
10/08/2013	Fixed Meals	2	\$21.75										
10/10/2013	Fixed Meals		\$28.00										

Save Cancel Done

4. Make any necessary changes to any of the fields.
5. Click **Save**.
6. Click **Done**.

## Viewing Itemizations

Processors can view the expense itemization details and modify selected details. The itemization details icon can be clicked at the top of Expenses to expand or contract the itemization list for all expense items. Individual expense itemization lists can also be expanded or contracted using the itemization details icon. To view and modify itemizations:











### ► To view and modify itemizations:

1. On the expense report, click the itemization details icon ( > ) for an expense that contains itemizations.

## TTE Travel & Expense System: Back Office Processor Handbook

The itemizations appear in list format.

Expenses								View	<<
		Transaction Date	Expense Type	Vendor Name	Business Purpose	City	Payment Type		
▼	  	10/03/2013	Hotel	Ocean Hotel	Normal work travel	Savannah, Georgia	Out of Pocket		
	  	10/03/2013	Copy Charges	Ocean Hotel	Normal work travel	Savannah, Georgia	Out of Pocket		
	 	10/02/2013	Parking	Ocean Hotel	Normal work travel	Savannah, Georgia	Out of Pocket		
	 	10/02/2013	Occupancy Tax	Ocean Hotel	Normal work travel	Savannah, Georgia	Out of Pocket		
	 	10/02/2013	Hotel	Ocean Hotel	Normal work travel	Savannah, Georgia	Out of Pocket		
	 	10/02/2013	Hotel Tax	Ocean Hotel	Normal work travel	Savannah, Georgia	Out of Pocket		
	 	10/01/2013	Parking	Ocean Hotel	Normal work travel	Savannah, Georgia	Out of Pocket		
	 	10/01/2013	Occupancy Tax	Ocean Hotel	Normal work travel	Savannah, Georgia	Out of Pocket		

2. Select an itemization row. The itemization details appear in the right pane.



Normal Travel 10-1 to 15 [Abercrombie, William]

Summary Details Receipts Print / Email

Send Back to Employee Approve Approve & Forward

Hide Exceptions

### Exceptions

Expense	Date	Amount	Exception
Parking	10/02/2013	\$2.50	 The Transaction Date is Greater than 30 days old. Please be more timely in your expense submissions.
Copy Charges	10/03/2013	\$7.50	 The Transaction Date is Greater than 30 days old. Please be more timely in your expense submissions.

### Expenses

Transaction Date	Expense Type	Vendor Name	Business Purpose	City	Payment Type
10/03/2013	Hotel	Ocean Hotel	Normal work travel	Savannah, Georgia	Out of Pocket
10/03/2013	Copy Charges	Ocean Hotel	Normal work travel	Savannah, Georgia	Out of Pocket
The Transaction Date is Greater than 30 days old. Please be more timely in your expense submissions.					
10/02/2013	Parking	Ocean Hotel	Normal work travel	Savannah, Georgia	Out of Pocket
10/02/2013	Occupancy Tax	Ocean Hotel	Normal work travel	Savannah, Georgia	Out of Pocket
10/02/2013	Hotel	Ocean Hotel	Normal work travel	Savannah, Georgia	Out of Pocket
10/02/2013	Hotel Tax	Ocean Hotel	Normal work travel	Savannah, Georgia	Out of Pocket
10/01/2013	Parking	Ocean Hotel	Normal work travel	Savannah, Georgia	Out of Pocket
10/01/2013	Occupancy Tax	Ocean Hotel	Normal work travel	Savannah, Georgia	Out of Pocket

TOTAL AMOUNT \$740.31 TOTAL REQUESTED \$595.56

### Itemization

Total Amount: \$375.00 | Itemized: \$375.00 | Remaining: \$0.00

Expense Type	Transaction Date
Copy Charges	10/03/2013
Purpose of Trip	Vendor Name
Normal work travel	Ocean Hotel
City	Payment Type
Savannah, Georgia	Out of Pocket
Amount	<input type="checkbox"/> Personal Expense (do not reimburse)
7.50 USD	
Reviewed	Approved Amount
No	7.50
Comment	

Save Cancel

3. Make any necessary changes.

4. Click **Save**.

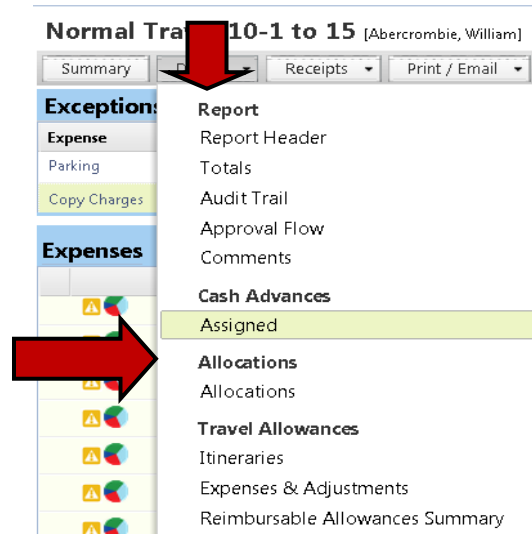
### Viewing Cash Advances

Processors may review the **Cash Advance Assigned to Report** window for an expense report. **NOTE:** This window is entirely read-only and for viewing purposes only.

#### ► To view the Cash Advances Assigned to Report window:

1. On the expense report, select **Details > Assigned** (under **Cash Advances**).

## TTE Travel & Expense System: Back Office Processor Handbook



The **Cash Advances Assigned to Report** window appears.

**Cash Advances Assigned to Report** [X]

Cash Advance Name	Foreign Amount	Exchange Rate	Amount	Balance	Amount Used in Report
Savannag COnf 10/1 to 5	\$650.00	1	\$650.00	\$0.00	\$650.00

[Delete from Report] [Cancel]

12. Click **Cancel** to dismiss the window.

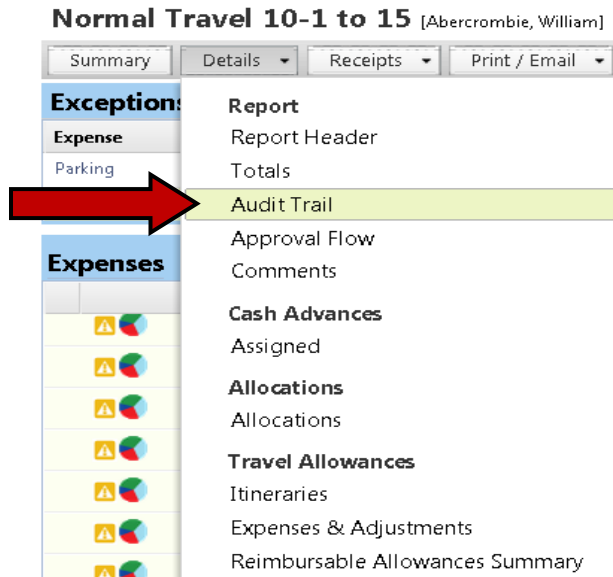
### Viewing Audit Trail

Processors can view the audit trail for an expense report. This page is read-only.

## TTE Travel & Expense System: Back Office Processor Handbook

### ► To view the audit trail:

On the expense report, select **Details > Audit Trail**.



The **Audit Trail** window appears.

Report Level			
Date/Time	Updated By	Action	Description
10/30/2013 09:44 AM	Abercrombie, William	Approval Status Change	Status changed from Submitted to Submitted & Pending Approval Comment:
10/30/2013 09:44 AM	Abercrombie, William	Approval Status Change	Status changed from Not Submitted to Submitted Comment:
10/30/2013 09:44 AM	Abercrombie, William	Confirmation Agreement Acceptance	*SOG User Submit Agreement
			Status changed from Submitted & Pending Approval to Submitted
Entry Level			
Date/Time	Updated By	Action	Description
			Expense Type: Occupancy Tax; Date: Tue Oct 01 00:00:00 PDT 2013 The field "allocations" was changed from "40400-4042010600-0850201-40400-01000-40400-10100-40400-01-301; 40.000000000% 40400-4042010600-0850201-40400-01000-
			Close

Typical actions that generate a report-level row:

## TTE Travel & Expense System: Back Office Processor Handbook

Action	Description
Report Submission	Whenever a report is submitted, a row is generated.
Approval or Payment Status Change	Whenever the system or any user changes the approval or payment status of a report, a row is generated.
Comment Editing Status Change	Whenever a comment is no longer editable on the report, a row is generated.
Exception Generation	Whenever a report is submitted that contains exceptions, a single row is added to the audit trail with each report level exception that exists, including flag, code, and level.
Report Level Field Edits after Submit	Whenever a field on a report is changed after it has been submitted, a row is generated.
Clearing Exceptions	Whenever exceptions are cleared, a row is generated.
Receipts or Images Received	Whenever receipts or images are marked as received, a row is generated.
Sent Back to Employee	If an entry is deleted while a report is in Resubmit status, a row is generated.
Manual Payment to Employee	If an entry within an expense report is paid manually to the employee, a row is generated.
Payment Hold	If an expense report enters payment hold, a row is generated.

Typical actions that generate an entry-level row:

Action	Description
Comment Editing Status Change	Whenever a comment is no longer editable on an entry, a row is generated.
Exception Generation	Whenever a report is submitted that contains exceptions, a single row is added to the audit trail with each entry-level exception that exists, including flag, code, and level.
Entry Level Field Edits after Submit	Whenever a field on an entry is changed after it has been submitted, a row is generated.
Partially Approving or Rejecting an Entry	Whenever the system or a user partially approves or rejects an entry, a row is generated.

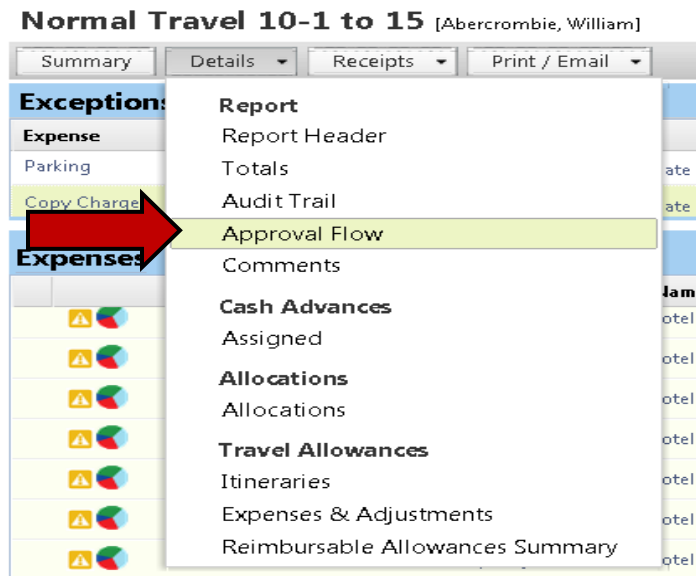
### Viewing Workflow

Processors can review the approval workflow for an expense report. Depending on configuration, the Back Office Processor can add additional approvers to the workflow process. If additional approvers are added to the workflow, the expense report will go to the added approvers upon completion of the Back Office Processor tasks.



► **To view the approval flow:**

On the expense report, select **Details** > **Approval Flow**.



The **Approval Flow for Report** window appears.

The 'Approval Flow for Report: Normal Travel 10-1 to 15' window is displayed. It features a title bar with a close button (X). The main content area includes a search bar at the top. Below it, there are two sections for approvals: 'Authorized Approval' with a text field containing 'Sherrell, Wesley F.' and a dropdown arrow icon, and 'Back Office Approval' with an empty text field and a dropdown arrow icon. At the bottom, there are four buttons: 'Approve', 'Send Back', 'Save Workflow', and 'Cancel'.

### ► *To add an approval step:*

The Processor can add approval steps before or after certain workflow steps.

---

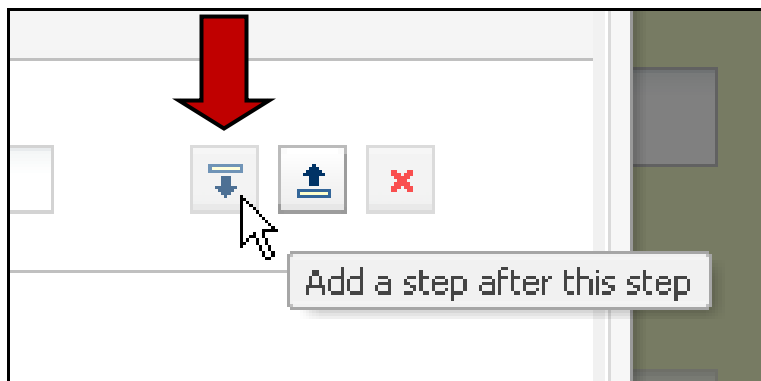
**NOTE:** If the processor adds steps after their own step, the final approval will cause the report to move into the **Processing Payment** status for extraction. The report will not return to the processor unless an additional processor step is explicitly added.

---

1. Click the **Add a step before this step** button to assign a new approver to the workflow prior to the desired step.



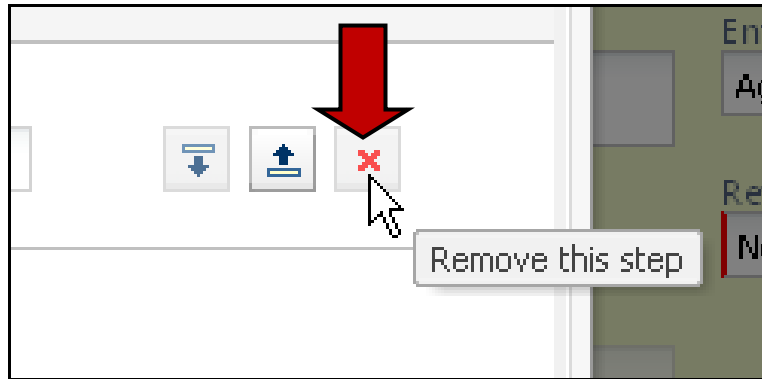
2. Click the **Add a step after this step** button to assign a new approver to the workflow after the desired step.



3. Click **Save Workflow**. The **Expense Report** page appears.

### ► *To remove a workflow step:*

1. Click the **Remove this step** button to remove a workflow step.



2. Click **Save Workflow**.

### Viewing Trip Itinerary

The processor can view the Travel trip itinerary details.

► **To view report header information:**

1. On the **Process Reports** page, open the desired expense report. The expense report appears, with the itinerary icon next to the associated expense.
2. Mouse-over the itinerary icon to view itinerary details. This example shows the airfare icon:
3. Click the **X** in the upper right corner to close the itinerary details.

## Trip from Seattle to Dallas

Summary

Expenses

Date			
03/01/2012			
03/01/2012			
03/01/2012			
03/01/2012			
01/16/2012			

Trip Itinerary: Trip from Seattle to Dallas

Trip name

Description

Start Date

End Date

: Trip from Seattle to Dallas

: -

: 02/27/2012

: 03/01/2012

Record Locator: [VT232Q](#)

Ticket #0270727322227 (#Alaska Airlines, \$357.60)

Leg	Flight #	From	To	Depart
1	670	SEA	DFW	02/27/2012 7:10 AM
2	661	DFW	SEA	03/01/2012 1:55 PM

Alaska Airlines, Seattle, Washington

\$357.60

\$357.60

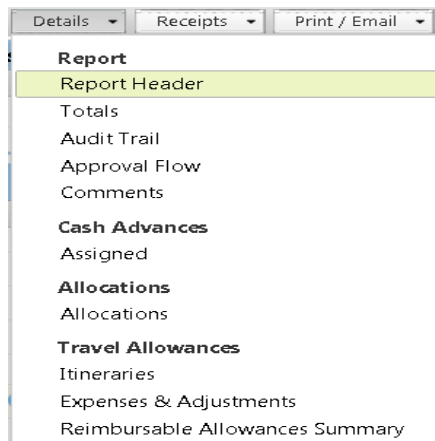
Imported from Trip Itinerary

## Viewing Report Header Information

Report header information, including report header fields and any associated authorization requests, can be viewed from the **Expense Report** page.

### ► To view report header information:

1. On the expense report, select **Details > Report Header**.



The **Report Header** window appears.

Report header for: Normal Travel 10-1 to 15

Report Date 10/22/2013	Report Name Normal Travel 10-1 to 15	Trip Type In-State Travel	Policy State of Georgia Expense Policy 1
Trip Start Date 10/01/2013	Trip End Date 10/15/2013	Purpose of Trip Normal work travel	Comment 
Employee Name Abercrombie, William	Report Key 69627	Report Currency US, Dollar	Receipts Received Yes
Submit Date 10/30/2013	Approval Status Submitted & Pending Approval	Payment Status Not Paid	Vendor ID 0000381129
Special Activity 			

**Requests**

Request Name	Request ID	Cancelled	Request Total	Amount Approved	Amount Remaining

**Note:** If the report has an associated authorization request, the request information will appear on the header page as in the example below:

2. Make any necessary changes.

3. Click **Save**.

## Clearing Exceptions

Exceptions can be cleared from an expense report up to the point at which they are approved and ready for extract (and beyond). At this point the exception remains with the report. When an exception is cleared the system will clear all exceptions within the report, including the report, expense entry, and sub-entry levels. Once an exception is cleared, it becomes inactive and an entry is recorded within the audit trail. To clear report exceptions:

### ► To clear report exceptions:

1. On the **Process Reports** page, search for the expense reports that are to have exceptions cleared.

**NOTE:** The exceptions remain associated with the reports through the audit trail. The exception level is included in the exception level total stored at the report level.

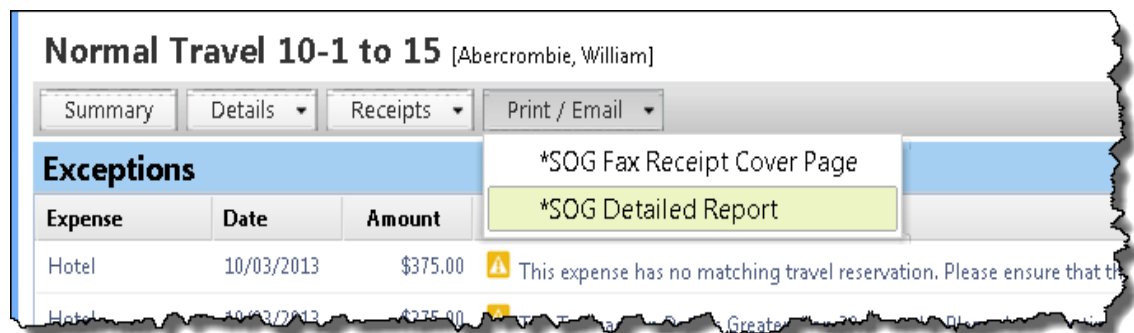
2. Select the check boxes next to the desired expense reports.
3. Click **Clear Exceptions**. All exceptions are cleared, including the report level, entry level, and sub-entry level, and the exception icons turn blue.

## Printing the Report

All Back Office Processors can print expense reports created by employees within the groups they have rights to administer.

### ► To print, email or create a PDF of the expense report:

1. On the expense report, click **Print/Email**.
2. Select **\*SOG Detailed Report**

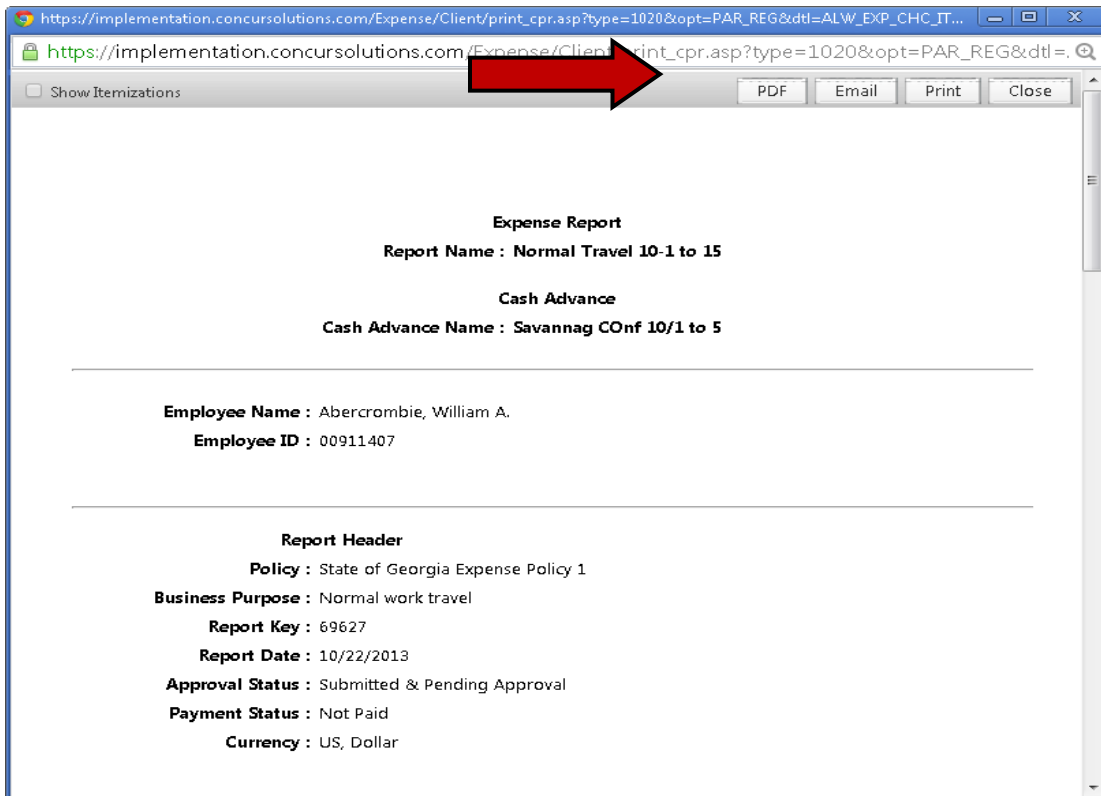


The following table lists details of the Print/Email types:

## TTE Travel & Expense System: Back Office Processor Handbook

Field	Description
Fax Receipt Cover Page	This cover page is used to accompany your faxed receipts and includes all of the information required to perform this action successfully.
Detailed Report	This report shows all of the report details.

3. Select the PDF, Email or Print option.



The screenshot shows a web browser window with the URL [https://implementation.concursolutions.com/Expense/Client/print\\_cpr.asp?type=1020&opt=PAR\\_REG&dtl=ALW\\_EXP\\_CHC\\_IT...](https://implementation.concursolutions.com/Expense/Client/print_cpr.asp?type=1020&opt=PAR_REG&dtl=ALW_EXP_CHC_IT...). The page displays an "Expense Report" for "Normal Travel 10-1 to 15" and a "Cash Advance" for "Savannag COnf 10/1 to 5". The employee is "Abercrombie, William A." with ID "00911407". The report header includes "Policy : State of Georgia Expense Policy 1", "Business Purpose : Normal work travel", "Report Key : 69627", "Report Date : 10/22/2013", "Approval Status : Submitted & Pending Approval", "Payment Status : Not Paid", and "Currency : US, Dollar". In the top right corner, there are buttons for "PDF", "Email", "Print", and "Close". A red arrow points to the "PDF" button.

## Modifying Report Status

### ***Sending an Entire Report Back to the Employee***

If any item on the Expense Report requires modification by the employee before it can be approved, the processor must send the entire report back to the employee, allowing the employee to edit and resubmit the report.

#### **▶ To send an expense report back to an employee:**

1. On the expense report, click **Send Back to Employee**.

## TTE Travel & Expense System: Back Office Processor Handbook

The screenshot shows the TTE Travel & Expense System interface. The top navigation bar includes tabs for 'My Concur', 'Request', 'Expense', 'Reporting', 'Administration', and 'Profile'. Below this, there are links for 'View Reports', 'New Expense Report', 'View Receipt Store', 'Process Reports', and 'Process Receipts'. The main content area displays a report for 'Jul 1-15 Single Day Trip [Abercrombie, William]'. On the right, there are buttons for 'Requires Review', 'Send Back to Employee' (highlighted with a red arrow), 'Send to Approver', and 'Approve'. Below the report title, there are tabs for 'Summary', 'Details', 'Receipts', and 'Print / Email', along with a 'Hide Exceptions' button. The 'Exceptions' section is expanded, showing a table with columns 'Expense', 'Date', 'Amount', and 'Exception'. The table contains one entry: 'Fixed Meals' for '07/09/2013' with an amount of '\$21.00'. The exception text states: 'Code: TRIP45, Level: 1; Expense reports should be submitted within 45 days after the trip is complete. Please be more timely in completing your expense reports.'

2. The **Send Back Report** window appears.

The screenshot shows the 'Send Back Report' window. It has a title bar with a close button. Below the title bar is a section titled 'Comment History' with a table. The table has columns 'Date', 'Entered By', and 'Comment Text'. It contains one entry: '09/16/2013', 'Fitzgerald, Donna S.', and 'Explanation for Approver'. Below the table is a text box with the instruction: 'Add a comment to explain why you are returning the report. Then click OK to return the report to the employee.' Below this is a 'Comment' text box, which is highlighted with a red arrow. At the bottom right are 'OK' and 'Cancel' buttons.

3. Enter comments explaining why you are returning the expense report.

4. Click **OK**. The expense report is returned to the employee.

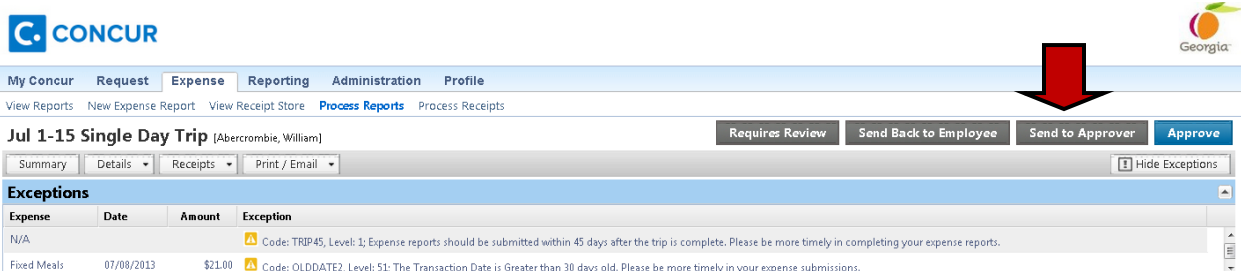
### ***Sending a Report to Another Approver***

The processor can send the report to an additional approver, if necessary.

## TTE Travel & Expense System: Back Office Processor Handbook

### ► To send an expense report to another approver:

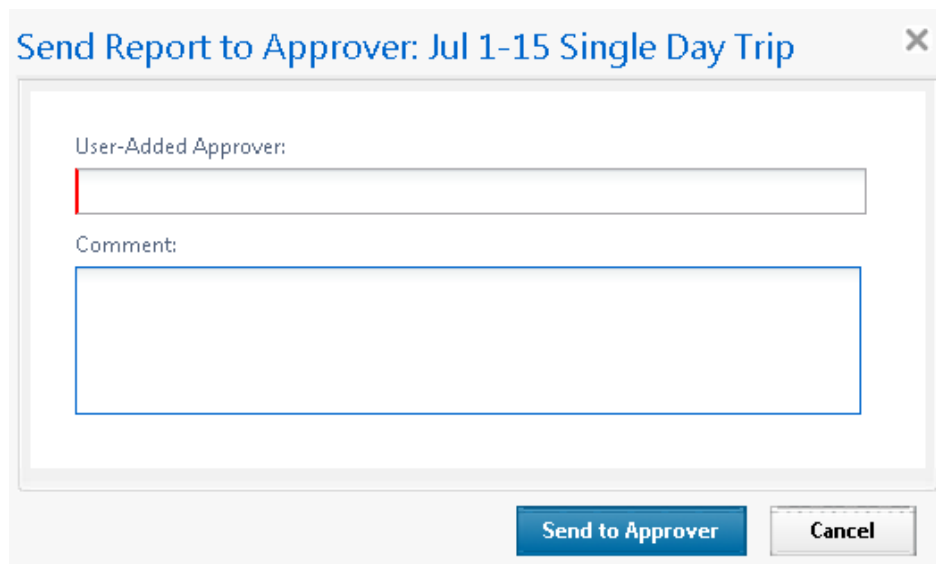
1. On the expense report, click **Send to Approver**.



The screenshot shows the Concur web interface. At the top, there's a navigation bar with tabs: My Concur, Request, Expense, Reporting, Administration, and Profile. Below this, there's a sub-navigation bar with links: View Reports, New Expense Report, View Receipt Store, Process Reports, and Process Receipts. The main content area displays an expense report titled 'Jul 1-15 Single Day Trip' for 'Abercrombie, William'. There are buttons for 'Requires Review', 'Send Back to Employee', 'Send to Approver', and 'Approve'. A red arrow points to the 'Send to Approver' button. Below the buttons, there's a section for 'Exceptions' with a table showing expense details and exceptions.

Expense	Date	Amount	Exception
N/A			Code: TRIP45, Level: 1; Expense reports should be submitted within 45 days after the trip is complete. Please be more timely in completing your expense reports.
Fixed Meals	07/08/2013	\$21.00	Code: OLDDATE2, Level: S1; The Transaction Date is Greater than 30 days old. Please be more timely in your expense submissions.

The **Approval Flow** window appears



The screenshot shows a dialog box titled 'Send Report to Approver: Jul 1-15 Single Day Trip'. Inside the dialog, there's a 'User-Added Approver:' label followed by a text input field. Below that is a 'Comment:' label followed by a larger text area. At the bottom right of the dialog, there are two buttons: 'Send to Approver' and 'Cancel'.

2. Click in the User-Added Approver field
3. Type in the last name of the approver or enter \* to view all approvers in your agency. Select the desired approver.
4. Click **Send to Approver**.

## Approving Reports and Expenses

### Approving Reports

The processor can approve reports.

### ► To approve a report:

On the expense report, click **Approve**.



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Date	Expense Type	Reviewed	Amount	Approved
06/23/2011	Car Rental Enterprise, Dallas-Fort Worth	N	\$368.58	\$368.58
04/23/2011	Dinner	N	\$134.78	\$134.78
04/23/2011	Breakfast	N	\$34.21	\$34.21
TOTAL AMOUNT			\$772.44	\$772.44

### Using the "Review in Progress" Message

You may occasionally have an expense report that requires further follow-up or research before you can make the appropriate authorization decision. You can use the "Review in Progress" feature to indicate to another processor that the report is being reviewed. Marking a Report for Review can also be used to indicate to other Processors that you are working on that report.

**NOTE:** This feature will benefit agencies that have multiple processors.

### IMPORTANT!

"Review in Progress" is not an approval status or a workflow status – it is simply a message or warning. It does not affect approval; it does not change the workflow; it does not actually prevent another processor from taking other processor actions (for example, sending the report back to the employee). It is intended to provide a warning to other processors that the report is under review by a Back Office Processor.

In addition, the "Review in Progress" message appears only to the processor. The employee or approver will not see the message.

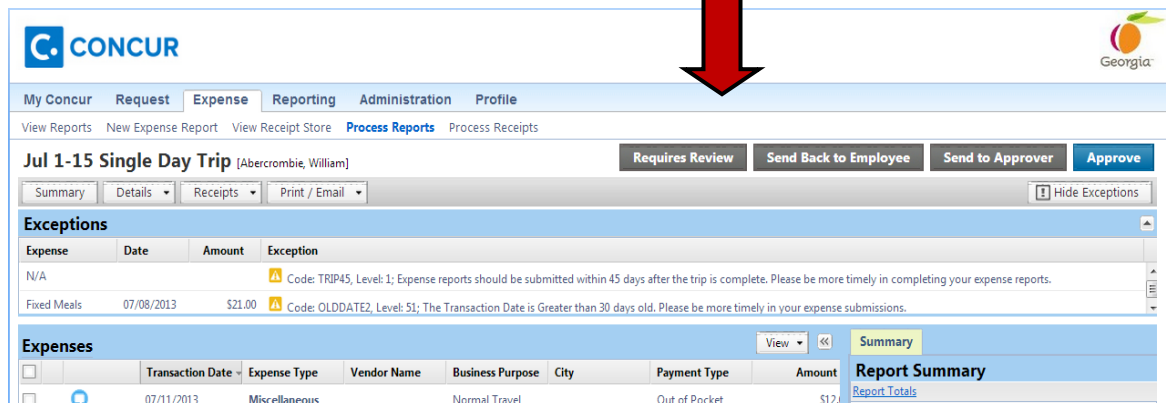
Please note that when a Processor marks a report as "Review in Progress" the report cannot be recalled by the employee.

### Marking a Report

Search for reports using your normal process – using the search area or by running a query – as described previously in this guide. Reports that are marked with the "Review in Progress" message are included in the results, for example, the *Reports Ready for Processing* query returns reports with **and** without the "Review in Progress" message.

## ► To mark a report:

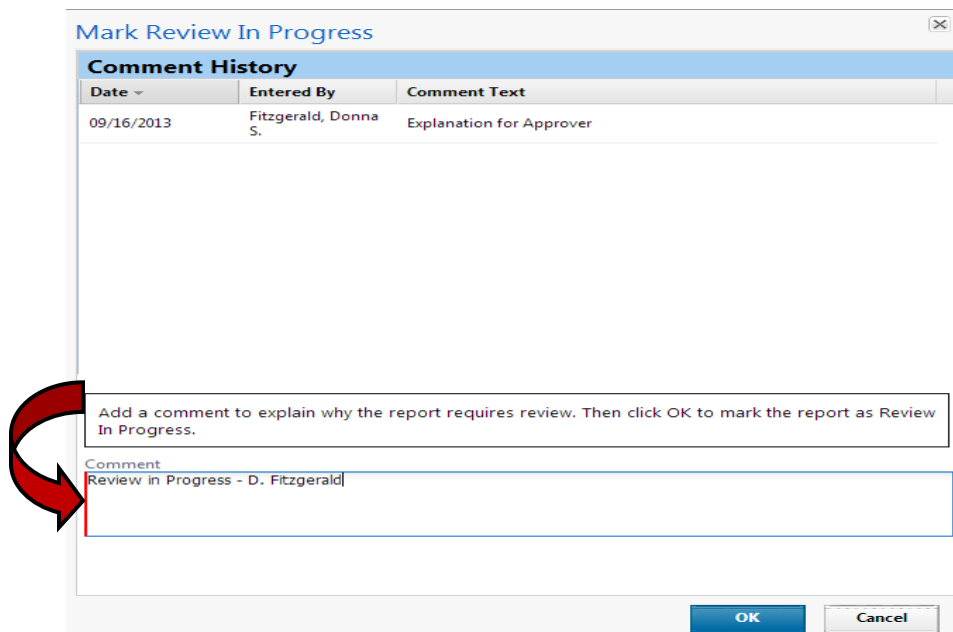
1. Open the desired report. The report opens and the **Requires Review** button appears.



The screenshot shows the Concur Expense Reporting interface. The top navigation bar includes 'My Concur', 'Request', 'Expense', 'Reporting', 'Administration', and 'Profile'. The 'Expense' tab is selected. Below the navigation bar, there are links for 'View Reports', 'New Expense Report', 'View Receipt Store', 'Process Reports', and 'Process Receipts'. The main header displays the report title 'Jul 1-15 Single Day Trip [Abercrombie, William]' and a 'Requires Review' button. Other buttons include 'Send Back to Employee', 'Send to Approver', and 'Approve'. Below the header, there are tabs for 'Summary', 'Details', 'Receipts', and 'Print / Email'. The 'Summary' tab is selected. The 'Exceptions' section shows a table with columns 'Expense', 'Date', 'Amount', and 'Exception'. The 'Expenses' section shows a table with columns 'Transaction Date', 'Expense Type', 'Vendor Name', 'Business Purpose', 'City', 'Payment Type', and 'Amount'. The 'Report Summary' button is visible on the right side of the 'Expenses' table.

**NOTE:** You can mark a report *only* when the report is pending the processor step, like *Approved & In Accounting Review*. The **Requires Review** button does not appear if the report has any other status, such as *Submitted & Pending Approval*.

2. Click **Requires Review**. The **Mark Review In Progress** window appears
3. Enter a note in the Comment Field. Review in Progress comment defaults, simply add your name as the Reviewer. Click **OK**.



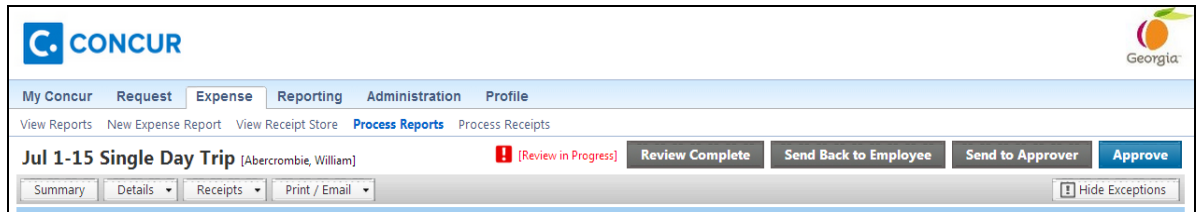
The screenshot shows the 'Mark Review In Progress' dialog box. It has a title bar with the text 'Mark Review In Progress' and a close button. Below the title bar is a 'Comment History' section with a table showing previous comments. The table has columns 'Date', 'Entered By', and 'Comment Text'. Below the table is a large text area for entering a comment. A red arrow points to the 'Comment' field, which contains the text 'Review in Progress - D. Fitzgerald'. At the bottom of the dialog box are 'OK' and 'Cancel' buttons.

**NOTE:** The *Review in Progress* text appears by default in the **Comment** field.

## Viewing the Message

The message appears in several places and to all processors - **not** just the processor who originally marked the report.

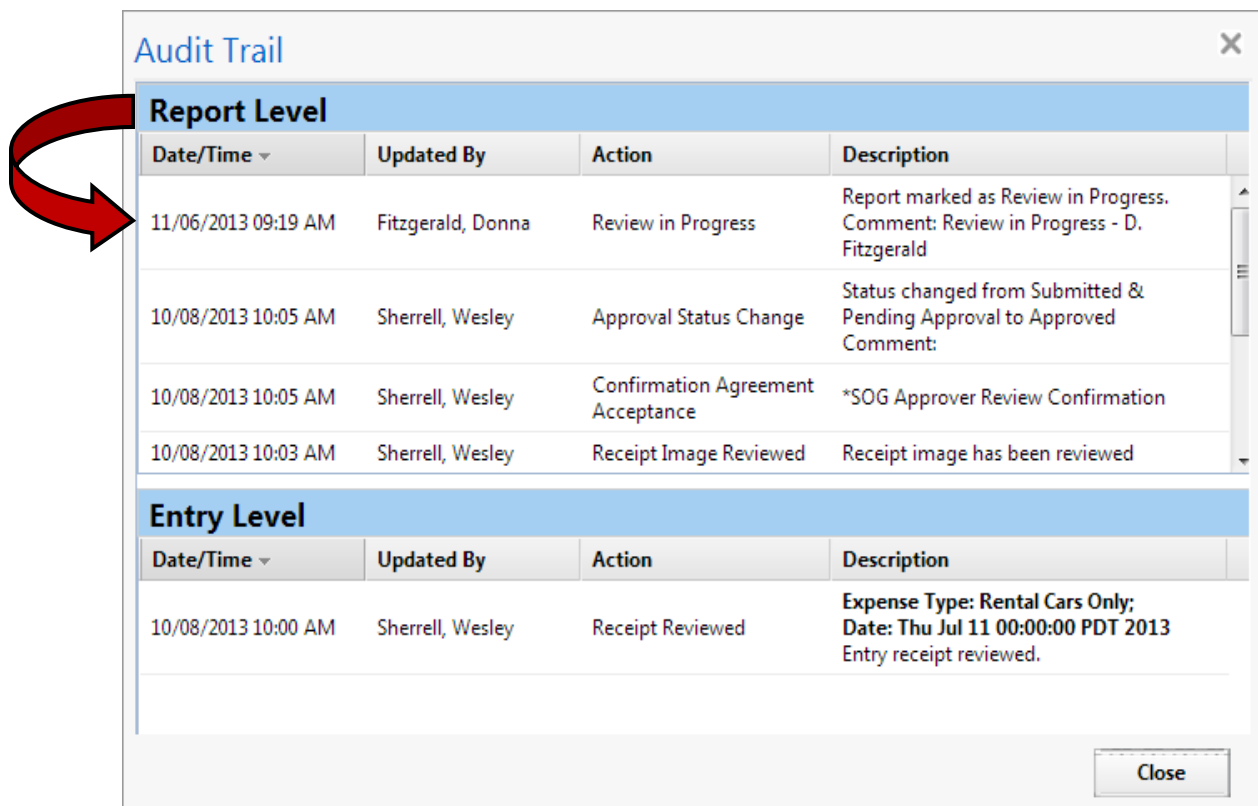
It appears on the expense report in processor.



The screenshot shows the Concur Expense Report interface. At the top, there's a navigation bar with tabs: My Concur, Request, Expense, Reporting, Administration, and Profile. Below this, there's a sub-navigation bar with links: View Reports, New Expense Report, View Receipt Store, Process Reports, and Process Receipts. The main header area displays the report title 'Jul 1-15 Single Day Trip' for user 'Abercrombie, William'. To the right of the title, there's a red status indicator with the text '[Review in Progress]'. Further right are buttons: 'Review Complete', 'Send Back to Employee', 'Send to Approver', and 'Approve'. At the bottom of the header, there's a summary bar with tabs: Summary, Details, Receipts, and Print / Email. A 'Hide Exceptions' link is also visible on the right.

- Notice the "Review in Progress" message at the top of the page.
- Hover the mouse pointer over the message to see the full comment, date, and processor's name.

It also appears in the Audit Trail for the processor. This is not visible to users or approvers. (Details/Audit Trail (under Report Header section))



The screenshot shows the 'Audit Trail' window. It has a close button (X) in the top right corner. The window is divided into two main sections: 'Report Level' and 'Entry Level'. A red curved arrow points from the 'Report Level' section to the first row of the table.

Report Level			
Date/Time	Updated By	Action	Description
11/06/2013 09:19 AM	Fitzgerald, Donna	Review in Progress	Report marked as Review in Progress. Comment: Review in Progress - D. Fitzgerald
10/08/2013 10:05 AM	Sherrell, Wesley	Approval Status Change	Status changed from Submitted & Pending Approval to Approved Comment:
10/08/2013 10:05 AM	Sherrell, Wesley	Confirmation Agreement Acceptance	*SOG Approver Review Confirmation
10/08/2013 10:03 AM	Sherrell, Wesley	Receipt Image Reviewed	Receipt image has been reviewed

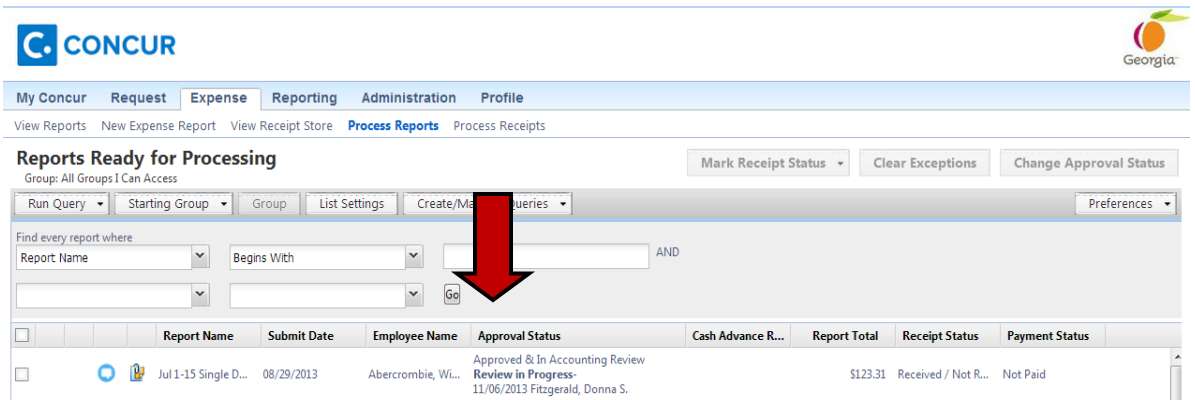
  

Entry Level			
Date/Time	Updated By	Action	Description
10/08/2013 10:00 AM	Sherrell, Wesley	Receipt Reviewed	Expense Type: Rental Cars Only; Date: Thu Jul 11 00:00:00 PDT 2013 Entry receipt reviewed.


At the bottom right of the window, there is a 'Close' button.

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It also appears on the processor search results page.



The screenshot shows the 'Reports Ready for Processing' section of the Concur system. At the top, there are navigation tabs: 'My Concur', 'Request', 'Expense', 'Reporting', 'Administration', and 'Profile'. Below these are links: 'View Reports', 'New Expense Report', 'View Receipt Store', 'Process Reports', and 'Process Receipts'. The main heading is 'Reports Ready for Processing' with a sub-link 'Group: All Groups I Can Access'. To the right are buttons: 'Mark Receipt Status', 'Clear Exceptions', and 'Change Approval Status'. Below the heading is a search filter section with 'Run Query', 'Starting Group', 'Group', 'List Settings', 'Create/Modify Queries', and 'Preferences'. The search criteria include 'Find every report where', 'Report Name', 'Begins With', and 'Go'. A red arrow points to the 'Go' button. Below the search filters is a table with columns: 'Report Name', 'Submit Date', 'Employee Name', 'Approval Status', 'Cash Advance R...', 'Report Total', 'Receipt Status', and 'Payment Status'. The table contains one row with the following data: 'Jul 1-15 Single D...', '08/29/2013', 'Abercrombie, Wi...', 'Approved & In Accounting Review  
Review in Progress-  
11/06/2013 Fitzgerald, Donna S.', '\$123.31', 'Received / Not R...', and 'Not Paid'.

- In the **Approval Status** column, the "Review in Progress" message appears along with the date and the processor's name.
- Hover the mouse pointer over the **Comments** icon  to see the full comment.

### Un-marking a Report

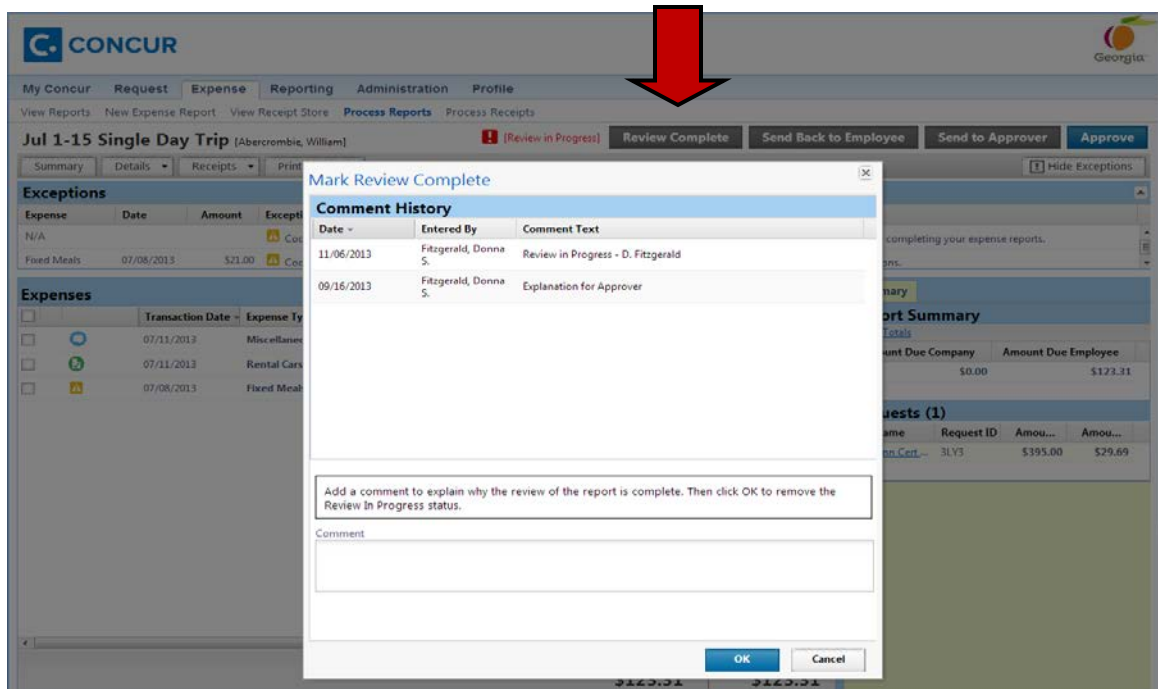
Once you have completed the follow-up review, you can remove the "Review in Progress" message (un-mark the report).

**NOTE:** The "Review in Progress" message can be removed by any processor - not just the one who originally marked the report.

You can either:

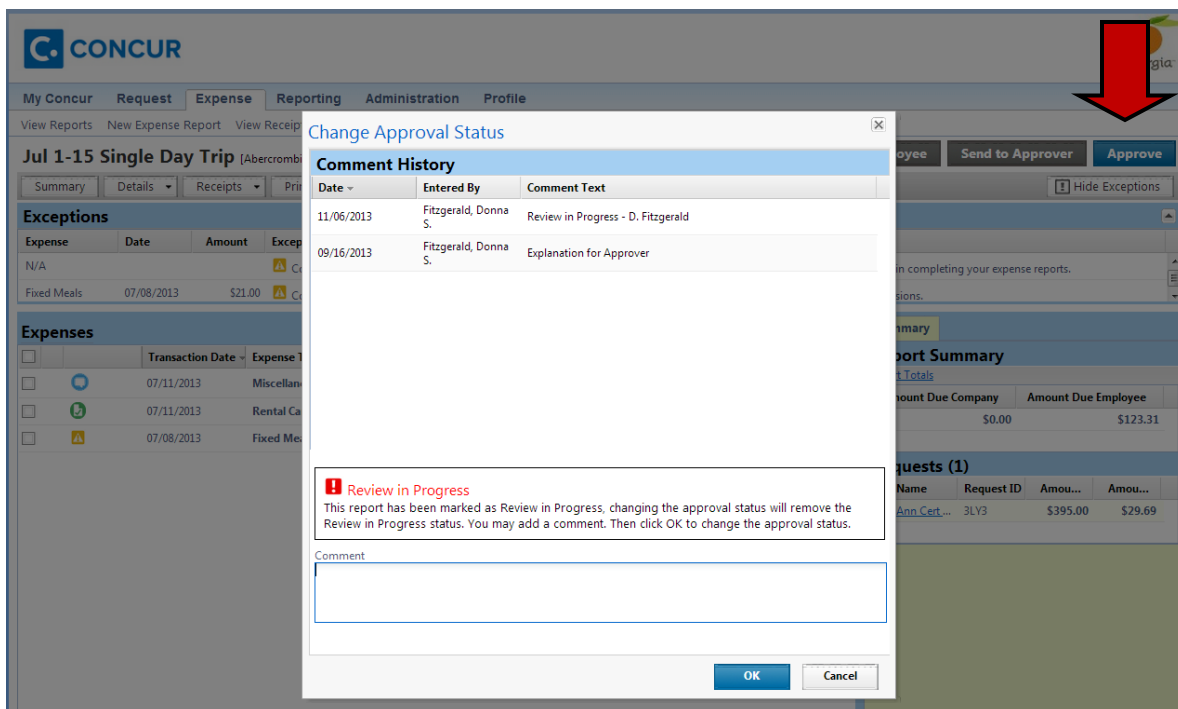
- Open the report, click **Review Complete**, add a comment, and click **OK**.

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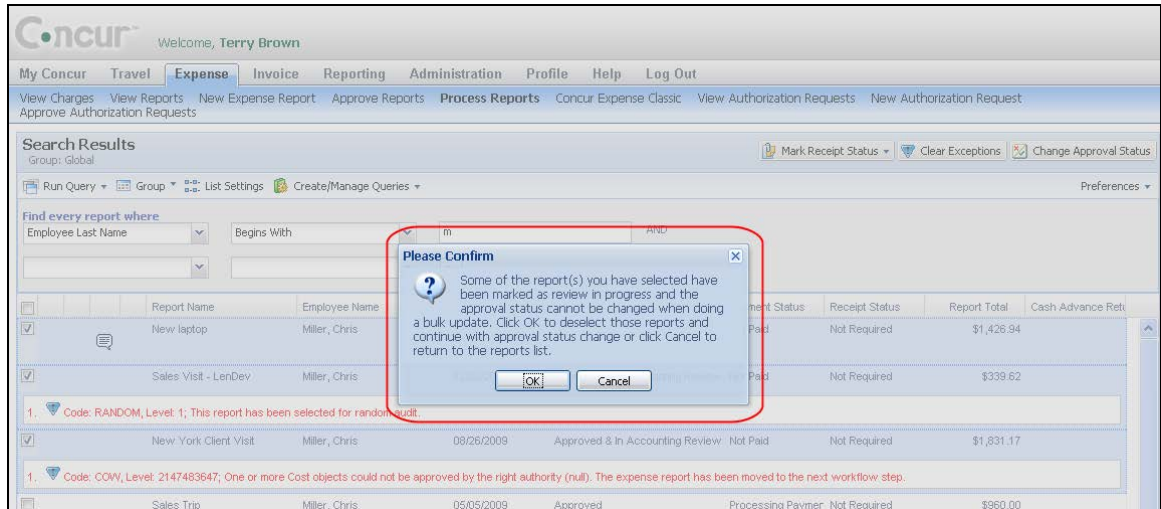
- or -

- Complete another processor action. For example, if you click **Approve**, a message appears indicating that the "Review in Progress" message will be removed if you continue. It does not prevent the action.



## Restriction - Taking "Bulk" Actions

The report cannot be un-marked by completing a "bulk" action, such as changing the approval statuses for several reports on the search results page.



If you click **OK** in the **Please Confirm** box, the marked report is deselected and remains unchanged while the other selected reports are affected (in this case, the approval status is changed).

## Report Recall

For the most part, the user will never know that the report has been marked. There is no indication on the user's **Report List** page or in the Audit Trail (visible to the user).

However, a report with the "Review in Progress" message cannot be recalled. If the user attempts to recall the report, the user receives a message that the report cannot be recalled.